

BT Hosted VoIP (Enhanced)

User Manual



Congratulations, and thank you for choosing BT Hosted VoIP

A powerful business phone system at a fraction of the cost

- **Lower cost** no need for an expensive PBX or telephone system. Lower call and line rental costs too.
- **More flexibility** ideal for agile businesses, relocations and start-ups, or for a virtual office.
- **Better mobility** work anywhere your business takes you.
- **Powerful features** all the functionality of fully-featured telephone systems. Get the professional edge and features enjoyed by large businesses.
- **More control** manage your call settings, add lines and create a virtual office simply and easily on your PC.
- **Better communications** respond faster to your colleagues, customers and suppliers.
- **Future proof** it's easy to adapt as business needs change. With a hosted solution you don't need to worry about owning or maintaining a telephone system that one day you'll have to replace.
- **Easy to install** get your telephone system up and running easily and quickly.

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Getting started

BT Hosted VoIP – Quick Start Guide

1. Getting started


Your BT Falcon Mk 2 IP pack contains:

- BT Falcon phone
- BT Falcon User Guide
- Ethernet cable
- Power supply



Please ensure that you have a broadband connection on your Voyager 2700 router.

2. Plug in handset

Plug your handset into the BT Falcon phone in the bottom socket, labelled with the  icon.



3. Insert stand

Your BT Falcon phone stand clips into the bottom of the phone.



4. Plug in power



Plug the power adapter into your mains power socket and then insert the plug into the back of the BT Falcon phone in the socket labelled DC.



5. Connect to hub

Using the ethernet cable provided, plug one end of the cable into the ethernet socket on the back of your Voyager 2700 and plug the other end of the cable into the socket on the back of the BT Falcon phone, labelled LAN.



6. Provision service

On your BT Falcon phone red lights will flash while the phone provisions your service (this will take two minutes). Once this has taken place your phone will display 'Broadband Voice' and you will be ready to make calls.



BT Hosted VoIP – Setting up your service

7. Setting up your lines

Log into the VoIP portal

<https://service.btbroadbandvoice.bt.com/selfcare/businessYourAccount>

Use the password that was emailed to you, this is your administration password for the VoIP portal.



Note: As the Administrator, you can use the VoIP portal to add more lines, add Geographic Numbers and change your calling plan.

8. Manage your lines

Click on “Manage your lines” in the “add or activate services” tab, then select each line, making the following changes:

1. Select “**Password**” and then enter a new password for each of the lines, this is the password they will use to access the online portal (remember the 056xxx line number would be the username). Email these details to the intended user of this line and also ensure you keep a record of these.
2. Select “**Line name**” to change the display name of each line, normally the name of the user of this line.
3. Select “**Administrator privileges**” to give a user advanced online portal privileges.

9. Set up calling features

You can manage the calling features from the “Manage My Services” tab.

As an Administrator you can now manage the calling features available to your users, as well as configuring:

- The lines included in the Multi Access Directory Number (MADN)
- The lines included in the Multiline Hunt Group (MLHG)
- Call Barring for your lines.

As a line user you can now manage your calling features including your Find-me-Follow-me settings.

Getting started

BT Hosted VoIP gives you the benefits of a conventional multi-line office phone system without the cost or hassle of setting one up.

Installation requires no technical knowledge, follow these simple instructions to connect your hardware and getting your telephone system up and running easily and quickly.

Hardware

The hardware required to set up a BT Hosted VoIP Business Group is as follows;

The Business Hub

The Business Hub (2700 HGV) connects all the phones in your Business Group to each other and provides a Broadband connection via a suitable telephone line. It supports up to two analogue phones and up to three BT Falcon IP telephones (this can be expanded up to six IP telephones with the addition of an Ethernet switch).



IP telephones

Currently BT Hosted VoIP only supports the BT Falcon phone range, which has been specially adapted to work with this service.



Ethernet switch

An Ethernet switch is an optional device which adds extra Ethernet ports to those of the Business Hub providing support for three IP telephones in addition to the five phones supported by the Business Hub. You can buy a suitable Ethernet switch from BT.com or via selfcare.



Access requirements

To use BT Hosted VoIP you need to have a BT Business Broadband connection and a BT Business Hub. BT strongly recommends that if you anticipate using the BT Hosted VoIP service to make or receive more than four VoIP calls simultaneously whilst using the same Broadband connection for heavy internet usage, an additional dedicated Broadband connection should be purchased solely for internet voice traffic.

The BT Business Hub allows you to connect three BT Falcon IP phones. Up to eight phones in total

can be connected to the hub by using an optional Ethernet switch.

Each of the eight phones is provided with an 056 number which can be assigned a Geographic virtual number as required (subject to additional terms and conditions) See page 12 for further information.

Two additional numbers are provided as a standard feature to provide Business Group Line Hunting between the lines and Business Group Multiple extension ringing.

User types

There are three levels of user in a BT Hosted VoIP service, Account Administrators, Line Administrators and Line Users

Line Users

The Business Group (the name used to describe all of the lines in your BT Hosted VoIP system) supports up to 100 telephone lines and the people using these lines are referred to as Line Users.

Line Users are able to manage basic features of their respective lines.

The Account Administrator

The account settings of your Business Group are managed by one or more people in your organisation who takes on the role of Account Administrator.

Additionally, the Administrator may grant one or more of the lines access to administrator level privileges (see Setting Administrator Privileges for a Line), making them Line Administrators.

Line Administrators

Once granted administrator privileges, Line Administrators have the authority to view and manage the calling features for the Business Group.

They are also able to view and manage the settings for each line within the group.

How to log onto the VoIP Portal

The VoIP Portal allows the Account Administrator to manage all the settings for your Business Group to best suit your requirements.

Password protected access to this web portal can be found via a link on the BT.com Business Broadband Voice website.

The VoIP Portal for BT Hosted VoIP can be accessed from:-

<https://service.btbroadbandvoice.bt.com/selfcare/businessYourAccount>

The screenshot shows the BT Business VoIP Account Management login page. At the top, there is a BT Business logo and a search bar. Below the logo is a navigation bar with tabs: Business home, Products & services, Packages, Business insight, Your account, and Help & support. Under the 'Your account' tab, there are links for Overview, Billing & payments, Track orders, Faults, Your profile, Manage services, MyOffice, and Your email. The main content area has a heading 'Login to Business VoIP Account Management' and a sub-heading 'To login please enter your Business VoIP telephone number and password.' There are two input fields: 'Telephone number' (with a note '(Starting with 01)') and 'Password'. A 'Log in' button is below the fields. A link 'Forgotten your password?' is to the right of the password field. At the bottom, there is a footer with links: Billing & payments, Track orders, Faults, Your profile, Manage services, and Your email.

To log in, enter your telephone number (any of the numbers in your Business Group) and the Administrator password which were provided in your service confirmation email.

Logging in using the Administrator password provides access to account settings for the Business Group. The Account Administrator can use the Add or Activate services tab to view and manage the settings of the account, including managing security details, ordering new lines, setting up password, PIN and tariff for each line and ordering Geographic Numbers.

The Line Administrator(s) uses the Manage My Services tab to view and manage the settings for each line within the Business group. You can also manage whether each line is included in any Calling Feature groups, such as MADNs, Hunt Groups or Call Pickup Groups.

Line Administrators should log in using their telephone number and administrator password.

Line Users

Line Users can manage calling features for their own lines, and should log in using their line's telephone number and password.

What do I do if I forget my password?

Forgotten Account Administrator password

If at any time the Administrator forgets the password, visit the login page and click on the 'Forgotten your password?' link. You will be asked to answer your Password Reminder Question (chosen by you at the point of ordering).

Once correctly answered, you will be able to set a new Account Administrator password that you can then use to log in to Online Administration Tools.

Forgotten Line User password

Line User passwords can only be managed by the Account Administrator. If a Line User forgets their password they should contact their Administrator who can choose to either look up their current

password or set a new one for them (see pg.11 Viewing or Resetting a Line's User Password).

Changing Administrator's Security Details

Use the Security section of the Add or Activate Services tab to manage the following settings for your Account Administrator account:

- **Administrator Password** – Change the password you use when logging in
- **Password Reminder Question** – Change the question you need to answer if you ever forget your Administrator password
- **Administrator Contact Details** – Change the email address and phone numbers you use to receive correspondence and calls about your BT Hosted VoIP account.

Add or Activate Services

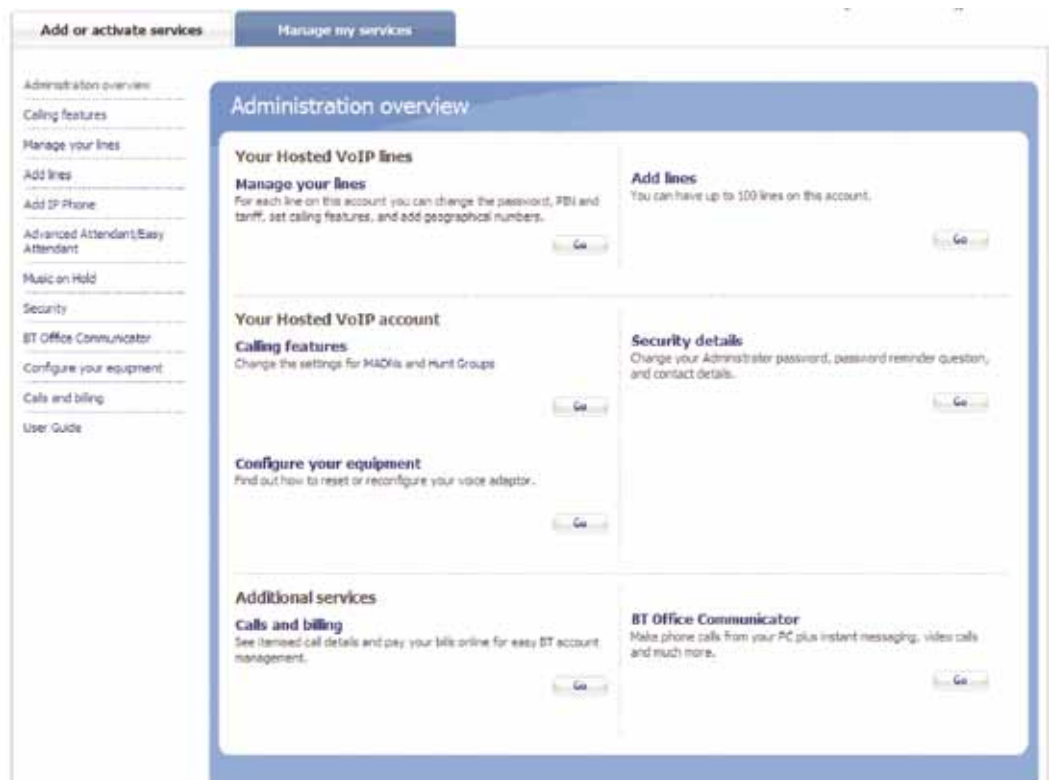
Account Administrator Only

These settings can only be managed by the Account Administrator who must log in using their Administrator password.

The add or activate your services section is where you can add lines, order features, manage the security settings and more...

Administration Overview

You can access the areas of the Add or Activate your services section through the menu on the left of the screen or by using the Administration Overview section:



Manage your lines

Use the Manage Your Lines section to view or manage the settings for each of the lines in your Business Group:

The screenshot displays the 'Manage your lines' section of a web interface. On the left is a navigation menu with links: Administration Overview, Calling features, Manage your lines, Add lines, Add IP Phone, Advanced Attendant/Easy Attendant, Music on Hold, Security, BT Office Communicator, Configure your equipment, Calls and billing, and User Guide. The main content area is titled 'Manage your lines' and includes a welcome message: 'Welcome to your account overview. From here you can view your existing lines, Hunt Groups and MADNs. You can also add new voice lines, MADNs and Hunt Groups, change their names or simply view details for an individual voice line.' Below this are four sections: 1. 'Account Settings' with a table for 'Easy Attendant' (None) and 'Music On Hold' (All). 2. 'Hunt Groups (1)' with a table showing one group named 'Hunt Group' with VoIP number 05600993164. 3. 'Multi Appearance Directory Numbers - MADNs (1)' with a table showing one MADN with VoIP number 05600993163. 4. 'Voice Lines (3)' with a table showing three lines with VoIP numbers 05600993165, 05600993166, and 05600993167. Each line has a 'Name' column, a 'Service' column (Easy Attendant), a 'Geographic numbers' column with an 'add' link, and a 'Caller ID' column.

Service	VoIP number	Geographic numbers
Easy Attendant	None	add
Music On Hold	All	

Name	VoIP number	Service	Advanced Attendant	Geographic numbers
Hunt Group	05600993164			add

Name	VoIP number	Service	Advanced Attendant	Geographic numbers	Caller ID
MADN	05600993163			add	

Name	VoIP number	Service	Advanced Attendant	Geographic numbers	Caller ID
Line	05600993165			add	05600993165
Line	05600993166			add	05600993166
Line	05600993167			add	05600993167

Manage Your Lines gives an overview of the Business Group listing all the phone lines, MADN and Hunt Group, showing the Broadband Voice telephone number (056 number) and Geographic Number (if available) for each. It also shows whether Easy Attendant, Music on Hold or Advanced Attendant are enabled.

For each line in the Business Group you can change the password, PIN and tariff, order

calling features (including Easy Attendant, Advanced Attendant and Music on Hold), and add Geographic Numbers.

You can also add new voice lines, MADNs and Hunt groups, change their names or simply view details for an individual voice line. Simply click on the name of any of the lines in the list which will open a Line Settings page for the selected line.

Account Administrator Only

These settings can only be managed by the Account Administrator who must log in using their Administrator password.

Manage your lines – The Line Settings page

Manage your lines

Add lines

Add IP Phone

Advanced Attendant

Music on Hold

Security

BT Office Communicator

Configure your equipment

Calls and Billing

User guide

Line settings

Password

Change the line password

Go

Line name

Change the line name

Go

PIN

Change the line PIN

Go

Administrator privileges

Allow the user of this line to set up Call barring, Hunt groups and MADM

Go

Calling Features

Set up features such as Find Me Follow Me, which will ring several numbers - both internal and external - until the user is found, call barring and call forwarding and others.

Go

Assignment Line

Calling Plan

Current Plan: BT Hosted VoIP Plus - £18.00 per month
You can change the Calling Plan for this line

Go

Geographic Number

Make phone calls from your PC plus instant messaging, video calls and much more.

In addition to its 056 number, this line can also have a geographic number, i.e. one that begins with a UK area code.

Go

Advanced Attendant

A way of directing incoming calls to the appropriate person within your business.

Go

Caller Display

Specify a number for your Calling Line Identity (CLI) for outgoing calls on this line.

05600993165

Go

In the Line Settings page you can view or edit:

Password

Each line in the Business Group is supplied with a password which the Line User enters to access the VoIP portal and manage their line's settings.

You may need to change the user password for a Line to ensure security (eg. when a member of staff leaves the company). Log in using Account Administrator details, select the Line Settings page for the line you wish to manage, then click on Password. Enter your new password and click on Continue.

Line name

You can give a 'friendly' name to this line. If you need to change a Line Name (eg. when you re-organise your office), log in using Account Administrator details, select the Line Settings page for the line you wish to manage, then click on Line Name. Enter a new Line. Name and click on Continue.

PIN

The PIN is the number that a Line User needs to enter to disable outgoing call barring using the phone's handset. You may need to change the PIN for a Line as a security measure (eg. when a member of staff leaves the company).

Log in using Account Administrator details, select the Line Settings page for the line you wish to manage, then click on Change PIN. Enter a new PIN and click on Continue. Alternatively, Line Users may change their PIN by entering *68* on their keypad. Note that when first set up, all PINs are set to the same number.

Administrator Privileges

The Account Administrator may grant Administrator-level privileges to any of the Group's Line Users. When your service is first set up, none of the Line Users have Line Administrator privileges. Use this option with caution as these privileges allow the user to make significant changes to the set-up of the Business Group, several of which have cost implications.

Add or Activate Services

Account Administrator Only

These settings can only be managed by the Account Administrator who must log in using their Administrator password.

Managing Line Settings

To grant Administrator privileges, log in using Account Administrator details, open the Line Settings page for the line then click on Administrator Privileges. Check the box for Administrator privileges and click on Continue. You can uncheck this box later to remove Administrator privileges.

Calling Features – This takes you to the Manage My Services Tab to set up features such as find-me-follow-me, call barring, call forwarding and others.

Assignment tells you whether the line is a user line, MADN or Hunt Group.

Calling Plan selects the pricing schedule for this line.

Geographic Number displays the Geographic Number for this line (if available).

Advanced Attendant – a way of directing incoming calls to the appropriate person in your business. This is a chargeable feature.

Caller Display used to choose how this line appears in a recipient's Caller Display when making calls (with an option to display either

05 number or Geographic Number where appropriate). The default is your 05 number.

Manage your lines – adding a Geographic Number to a line

In addition to its 056 number, each of your lines (including the MADN and the Hunt Group) can also have a Geographic Number, i.e. one that begins with a UK area code.

The region(s) you select need not be the location where your office is physically located, but note that while Geographic Numbers are available for most areas in the UK, availability within your preferred area cannot be guaranteed.

The monthly charge for each Geographic Number will be added to your BT bill.

How to order a Geographic Number

To order a Geographic Number for any of your lines, log in using your Account Administrator password, open the Line Settings page for a line then click on Geographic Number.

The screenshot displays the BT Hosted VoIP (Enhanced) User Manual interface. The top navigation bar includes links for Business home, Products & services, Packages, Business insight, Your account, and Help & support. Below this, a secondary navigation bar lists Overview, Billing & payments, Track orders, Faults, Your profile, Manage services, MyOffice, and Your email. The main content area is titled 'You are in: Manage services > Add or activate services > Manage your lines > Line details'. On the left, a sidebar contains links for Administration Overview, Calling features, Manage your lines, Add lines, Add IP Phone, Advanced Attendant/Easy Attendant, Music on Hold, Security, BT Office Communicator, Configure your equipment, Calls and billing, and User Guide. The main content area is titled 'Geographic numbers - 05600993165 (Line)'. It contains the following text: 'Whenever you are based, you can provide your customers with familiar area codes to ring, by assigning Geographic numbers to your BT Hosted VoIP lines. You can assign as many Geographic numbers as you wish to each line. You only have to choose the exchange or area code, we will provide the number. When you've finished adding geographic numbers, please click 'continue''. Below this text are two input fields: 'Existing geographic numbers' and 'Additional geographic numbers'. The 'Existing geographic numbers' field contains the text 'There are no geographic numbers assigned to this line.' Below these fields is a button labeled 'Order Geographic numbers'.

Follow the instructions on the page to select your preferred area code. Once selected, check the boxes to accept the Terms of the service and submit your order. You will be notified by email when your Geographic Numbers have been allocated.

You can order as many Geographic Numbers to each 05 number as you want. You can change between each number as your Caller Line Identity (CLI) in Manage Your Lines.

Add or Activate Services

Managing Line Settings

Add lines

Additional single lines, MADNs and Hunt groups can be ordered on this page.

The screenshot shows the 'Add lines' page in a web application. The top navigation bar includes 'Business home', 'Products & services', 'Packages', 'Business insight', 'Your account', and 'Help & support'. Below this is a secondary navigation bar with 'Overview', 'Billing & payments', 'Track orders', 'Faults', 'Your profile', 'Manage services', 'MyOffice', and 'Your email'. The main content area has a breadcrumb trail: 'You are in: Manage services > Add or activate services > Add additional lines'. On the left is a sidebar menu with options like 'Administration Overview', 'Calling features', 'Manage your lines', 'Add lines', 'Add IP Phone', 'Advanced Attendant/Easy Attendant', 'Music on Hold', 'Security', 'BT Office Communicator', 'Configure your equipment', 'Calls and billing', and 'User Guide'. The main panel is titled 'Add lines' and contains a section 'Order voice lines'. It states: 'BT Hosted VoIP can support a total of 100 lines, including MADNs and Hunt groups.' Below this is a table with columns 'Existing lines', 'Additional lines', and 'Total'. The table has rows for 'Voice lines', 'Hosted VoIP', 'Hosted VoIP plus', 'MADNs', and 'Hunt Groups'. The 'Existing Lines' column shows values 0, 3, 1, and 1 respectively. The 'Additional Lines' column shows values 0, 0, 0, and 0. The 'Total' column shows values 0, 3, 1, and 1. A 'Total Lines' row at the bottom shows 5 existing lines and 0 additional lines, totaling 5. Below the table is a note: 'BT Hosted VoIP only supports a maximum of 8 lines running over a single dedicated connection. You may be required to order additional Broadband lines. To order more broadband lines or for further information, call 0800 389 8716 or contact your BT Account Manager.' At the bottom right are 'Cancel' and 'Continue' buttons.

Existing lines	Additional lines	Total
Item	New Lines	
Voice lines		
Hosted VoIP	0	0
Hosted VoIP plus	0	3
MADNs	0	1
Hunt Groups	0	1
Total Lines	0	5

Order an IP Phone

BT Falcon IP phones may be purchased in the 'Add IP Phone' section of Add or Activate Services. Here you will be able to order telephones and switches, selecting which of your numbers you would like them to be configured to.

Your BT Falcon IP phone will be delivered to your account's billing address.

Please note that each phone comes pre-configured to a particular line and cannot be changed once it has been dispatched.

The screenshot shows the 'BT Falcon IP phones' section of the web application. The left sidebar menu is the same as in the previous screenshot. The main panel is titled 'BT Falcon IP phones' and contains the following text: 'BT Falcon IP phones are supplied pre-configured for the specific telephone number they are used with. Just tell us how many you'd like for the calling plans you've ordered. You may have up to 2 BT Falcon IP phones for each of your lines. Please note, within these pages you can only order up to a maximum of 7 BT Falcon phones and 7 FS108 Ethernet switches within any 60 day period. To order more than 7 lines or switches or for further information, call 0800 389 8716 or contact your BT Account Manager.' Below this text are two sections: 'Order FS108 Ethernet switches' and 'Order IP Phones'. Each section has a dropdown menu to select the number of items and a 'Total' column. The 'Order FS108 Ethernet switches' section shows a dropdown set to 0 and a total of 0. The 'Order IP Phones' section shows a dropdown set to 0 and a total of 0. At the bottom right are 'Cancel' and 'Continue' buttons.

Order FS108 Ethernet switches	Total
How many data switches would you like to order?	0
Tell me more about BT FS108 Ethernet switches...	
Total FS108 Ethernet switches	0

Order IP Phones	Total
How many IP phones would you like to order?	0
You can order up to 2 phones per line	

Add or Activate Services



BT Falcon

The BT Falcon Mk2 IP phone is a high quality, cost effective business IP phone, optimised for use with BT Hosted VoIP.

Some of the phone's features include: 6-line LCD display, Integrated 2 port 10/100 Ethernet switch, Headset port, Handsfree, Multiple power options: over Ethernet 802.3af and external power supply adaptor.

Easy Attendant/Advanced Attendant

Easy Attendant is available within tariff and offers a way of directing incoming calls to the appropriate individual or department within your business. Advanced Attendant offers enhanced functionality to Easy Attendant at an additional charge.

To order either Easy Attendant or Advanced Attendant go to the Add or Activate Services tab and follow the on-screen instructions.

The screenshot shows the BT Business Home website interface. At the top, there are navigation tabs: Business home, Products & services, Packages, Business insight, Your account, and Help & support. Below these are sub-tabs: Overview, Billing & payments, Track orders, Faults, Your profile, Manage services, MyOffice, and Your email. The main content area is titled 'You are in: Manage services > Add or activate services > Advanced Attendant/Easy Attendant'. On the left, there is a sidebar menu with options: Administration Overview, Calling features, Manage your lines, Add lines, Add IP Phone, Advanced Attendant/Easy Attendant (highlighted), Music on Hold, Security, BT Office Communicator, Configure your equipment, Calls and billing, and User Guide. The main content area has two tabs: 'Add or activate services' (selected) and 'Manage my services'. The 'Add or activate services' tab shows a selection box titled 'Advanced Attendant' with the prompt 'Please select an option'. There are two radio button options: 'Order Advanced Attendant' and 'Order Easy Attendant'. The 'Order Easy Attendant' option is selected. At the bottom right of the selection box are 'Cancel' and 'Continue' buttons.

Add or Activate Services

Manage My Services – calling features

You can manage the calling features using either the VoIP portal or the Falcon Phone. The table

below shows the features that are available and whether they are managed online or using the phone:-

Call feature	Description	Manage online	Manage using phone
Call forwarding when busy	Forward incoming calls to a different number when your line is engaged.	yes – individual line, MADN & Hunt Group Pilot	yes
Delayed call forwarding	Forward incoming calls to a different number if the call remains unanswered for 15 seconds.	yes – individual line, MADN & Hunt Group Pilot	yes
Immediate Call forwarding	Forward all incoming calls to a different number without the phone ringing.	yes – individual line, MADN & Hunt Group Pilot	yes
Selective call forwarding	Forward incoming calls from selected calling numbers (this will be affected by other call forwarding options you may have selected).	yes – individual line, MADN & Hunt Group Pilot	yes
Find-me-follow-me	When Find-me-follow-me is activated, unanswered calls to a line are redirected to a user-defined list of numbers. The numbers will be called in the order set by the user, any numbers sharing the same number in the order field will ring simultaneously.	yes – individual lines	yes
Selective call rejection	Create a list of numbers that you don't wish to receive calls from. (Call rejection should not be activated if MADN or Hunt Group queuing is enabled).	yes – individual line, MADN & Hunt Group Pilot	yes
Anonymous call rejection	Reject all calls where the caller has actively withheld their number (Call rejection should not be activated if MADN or Hunt Group queuing is enabled).	yes – individual line, MADN & Hunt Group Pilot	yes
Three-way calling	Call someone else during an existing call, and introduce him or her to the call.	no	yes
Withhold my number	Type 141 before the number to stop your number being seen by the person you are calling.	yes – individual line	yes
Last caller display (1471)	Dialling 1471 lets you know the number of the last person who called.	no	yes
Last caller display return (14713)	Dialling 14713 lets you to ring back the last person who called you.	no	yes
Call Minder for Business VoIP	All unanswered calls will be picked up by the voicemail service Call Minder for Business VoIP. This allows you to have a personalised greeting and access your messages remotely. Activated features like Call Waiting and Call Forward will override BT Call Minder for Business VoIP if busy.	no	yes

Add or Activate Services

Call Feature	Description	Manage online	Manage using phone
Outgoing call barring features	Prevent your line from making calls to certain types of numbers.	yes – individual lines	yes
PIN change	Alter the PIN that gives you secure access to some services, for example, Outgoing Call Barring. (Your PIN is set to the number sent to you in your first order confirmation email).	yes	yes
Call waiting	Informs you that a caller is on the line and allows you to switch between calls.	no	yes
Call waiting ring-back	If you hang up while two callers are still connected, your phone will ring you back and connect you to the waiting caller.	no	yes
Reminder call – alarm call	Receive a call at your chosen time of day and to hear an announcement when you answer.	yes – individual lines	yes
Priority call	Choose a different ringtone on a line for specified incoming callers to distinguish between callers.	yes – individual lines	yes
Speed dial	A quick way of dialling frequently called numbers.	yes – individual lines	yes
Call transfer	Pass a call to another extension or any external number.	no	yes
Short codes	Short codes allow users in the Business Group to dial commonly used numbers quickly, using a three-digit number (starting with 3).	yes – individual lines	no
Call Pickup Groups	Answer a call to another extension from your own phone.	yes	yes
Easy Attendant	Direct incoming calls to the appropriate person or department within your business.	yes	no
Advanced Attendant	Advanced attendant is available at an additional charge. Provides an enhanced service to direct incoming calls to the appropriate person or department within your business.	yes	yes
Music On Hold	An option to play music to incoming calls in a MADN/Hunt Group queue, calls placed on hold or parked.	yes	no

Manage your calling features online

Click on the Manage My Services Tab if you want to manage your calling features online.

Lines

MADNs

MHGs

Call Pickup Groups

Short Codes

Extensions

Departments

Account Codes

Misc. Settings

Auto Attendant

Music on Hold













Manage My Services

Line

?

Lines

To view the settings for an individual line, MADN or Hunt Group pilot number, or view group (MADN or Hunt Group) settings, click on the corresponding icon in the rightmost column.

Telephone Number	Extension	Name	
05600993163	200	MADN	  
05600993164	201	Hunt Group Hunt Group (05600993164 pilot: dsmeth...	  
05600993165	202	Lines Admin	 
05600993166	203	Line	 
05600993167	204	Line	 

To view and manage the settings and call features for individual lines, MADN's or Hunt Group pilot numbers, click on the icon in the far right column on the Lines screen against the telephone number for the line/MADN/Hunt Group.

This will open the following screen (please note that the screen below is for an individual line. The screen for the management of the MADN and Hunt Group Pilot call features has the call manager and settings tabs only).

Manage my services

Click on the appropriate tab at the top of the screen to access the calling features that you want to manage.



The Calling Features are located as follows:-

Contacts (individual lines only)

- **Contact List** – this feature allows you to store information about your contacts, including names and telephone numbers.
- **Speed dials** – shows any speed dial numbers that you have set up and allocate new speed dial numbers.
- **Extensions** – shows all the lines in the Business Group and the extensions that are currently in operation.
- **Short codes** – shows the short codes currently in operation.

Call Manager

- **Summary** – a summary of configured services i.e. what rules you have set up.
- **Forwarding** – allows you to forward calls immediately or on busy/no answer. You can also forward calls from selected callers and amend the call forward destinations.

Call forwarding additional information

- a maximum limit of ten entries can be added to the Selective Call Forward list. If an attempt is made to add more than ten numbers, the following error message will be displayed 'Call rejection number is invalid'
- Call forwarding will not work if you try to forward calls to the telephone number of the line that you are setting the call forwarding up on. Call forwarding must be to another number. If an attempt is made to forward calls to the number of that line, the following error message will be displayed 'Forwarding-to numbers must be entered as you would dial them from your phone. They must only contain digits and be at most 32 digits long'
- **Follow me** (individual lines only) – this redirects your calls to one or more destinations, with different destinations being tried in turn, simultaneously, or a combination of the two.

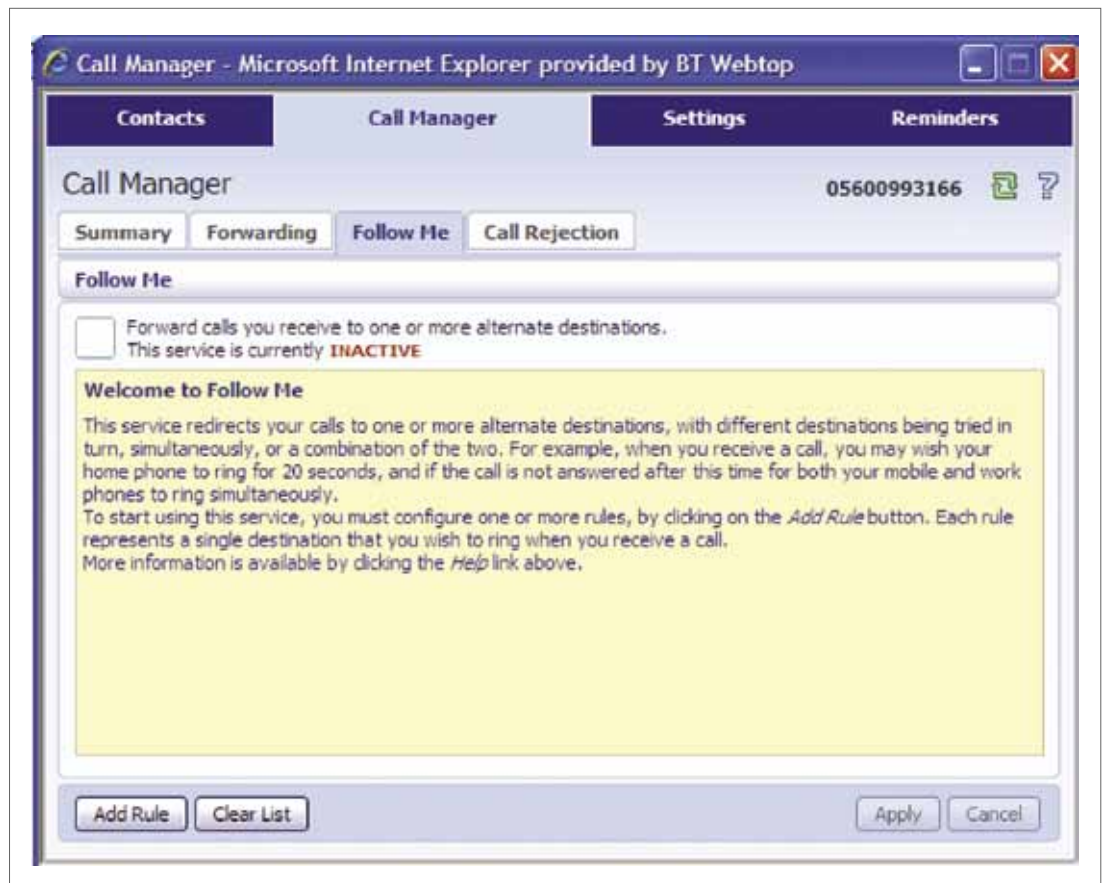
Manage my services

When Find-me-follow-me is activated, unanswered calls to a line are redirected to a user-defined list of numbers.

The numbers will be called in the order set by the user, any numbers sharing the same value in the Order field will ring simultaneously.

Once the numbers on the list have been called and no connection made, the system may route the call to BT Call Minder for Business VoIP.

To activate Find-me-follow-me, click the Add Rule button on the screen below.



- **Call rejection** – allows you to reject calls from selected callers, only accept calls from selected callers, and reject all anonymous calls. For individual lines you can set up a priority call which will make calls ring distinctively if they are from selected callers.

Call Rejection Additional Information:

- a maximum limit of ten entries can be added to the Priority call list or the selective call acceptance list. If an attempt is made to add more than ten numbers, the following error message will be displayed 'Call rejection number is invalid'
- if an attempt is made to add an empty entry to the Priority Call List or the Selective Call Rejection list, the following error message will be displayed 'Internal error. The forwarding Number field value was empty or missing'.

Settings

Call barring – you can bar calls to international, premium rate, national and mobile, operator and directory numbers.

Preferences – you can change the line name, voicemail preference and caller ID preference.

Reminders

Receive a reminder call at your chosen time of day using this screen.

Manage my services

BT Hosted VoIP's advanced call management features give you the flexibility and functionality of a business telephone system at a fraction of the cost. The following features can be applied globally, across all lines in the Business Group.

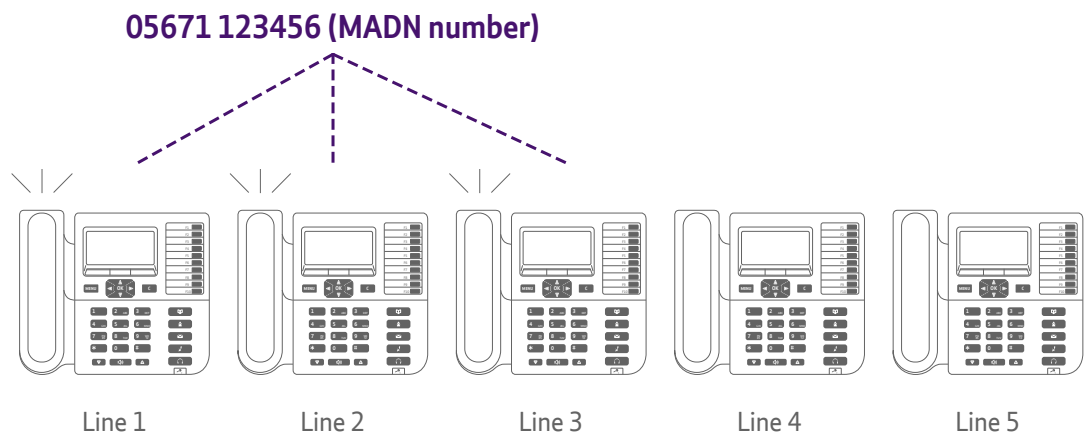
Calling Features

MADN (Multiple Appearance Directory Number)


BT Hosted VoIP comes with one MADN line, directing calls to a selection of available lines simultaneously until one of them answers.

When an incoming call arrives for this number, all the available lines in the MADN ring, until one of the phones answers the call. This feature could be used on a sales desk or a technical help desk, where it is critical that the call is answered by someone in the group.

In the example shown below, an incoming call is directed to Lines 1, 2, and 3 which all ring simultaneously until one of the phones is answered.



Other MADN settings

To view the choices for limiting the number of calls to the MADN and how to change this setting, go to the Manage my Services tab, click on MADNs on the left hand menu and then click the following icon to bring up the screen below. 

Manage my services

MADN Lines tab – this allows you to add or remove lines from the MADN. Please note:- An individual line can only be in one MADN at a time. If a line that is already in a MADN is added to a second MADN then you will see the following error message 'The number is not associated with

any line in the business group or the line cannot be added to this group'.

Other settings tab – this allows you to view the choices for limiting the number of calls to the MADN (Call Limit Algorithms)

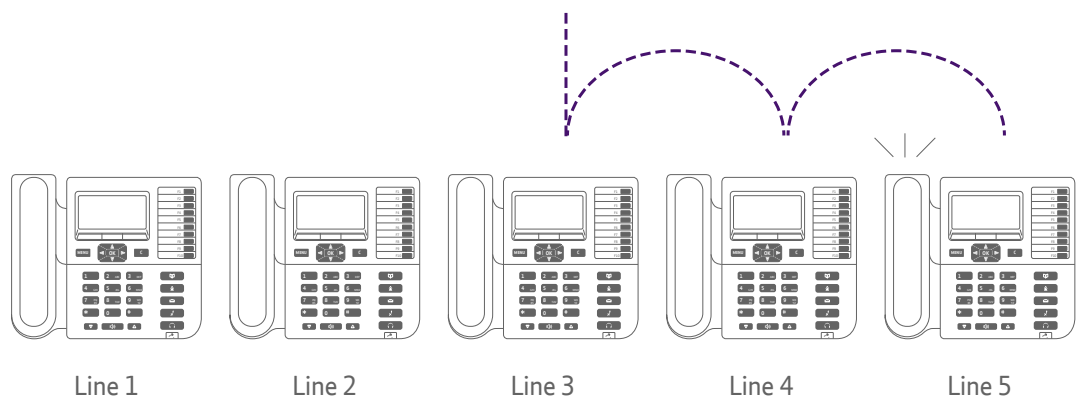
Hunt Group

BT Hosted VoIP comes with one Hunt Group. The Hunt Group can be used to set up a Call Centre or Helpdesk, directing incoming calls to the first available line from an ordered list of numbers.

When the pilot number for the group is called, the hunt for an available line starts within the group at the next line after that which most recently completed a call.

The Hunt Group is provided as standard as part of the BT Hosted VoIP package.

05678 123456 (Hunt Group Pilot Number)



In the example shown above, Line 2 was the last to complete a call, so the hunt starts at the next line in the group, Line 3.

Line 3 is busy, as is Line 4, so the call is directed to Line 5.

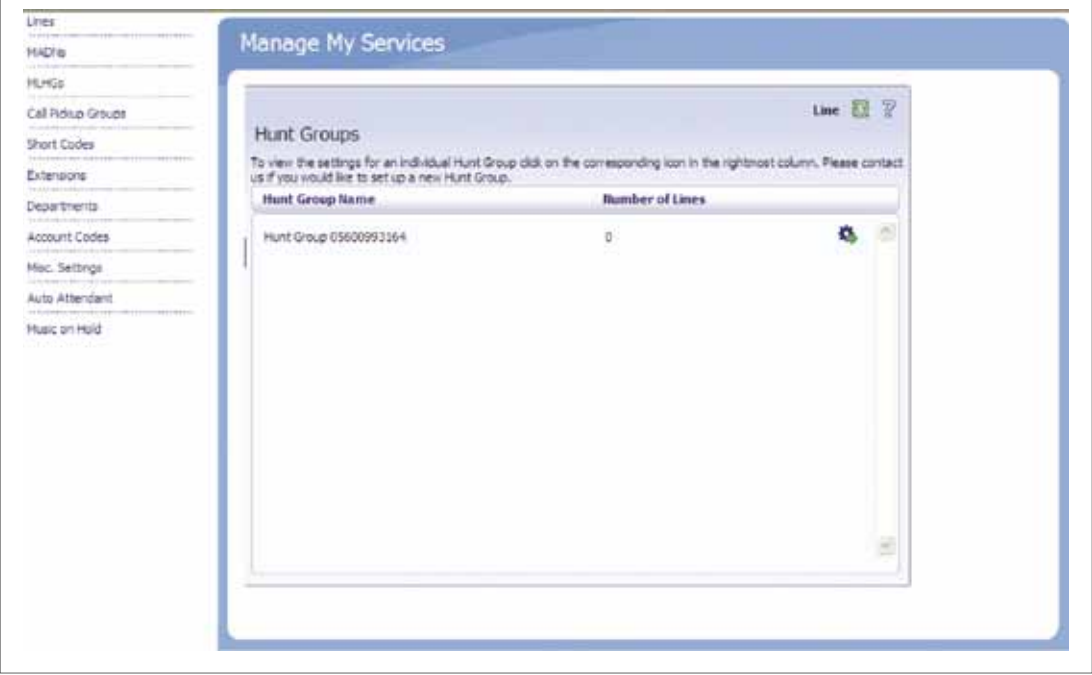
Manage my services

Managing your Hunt Group

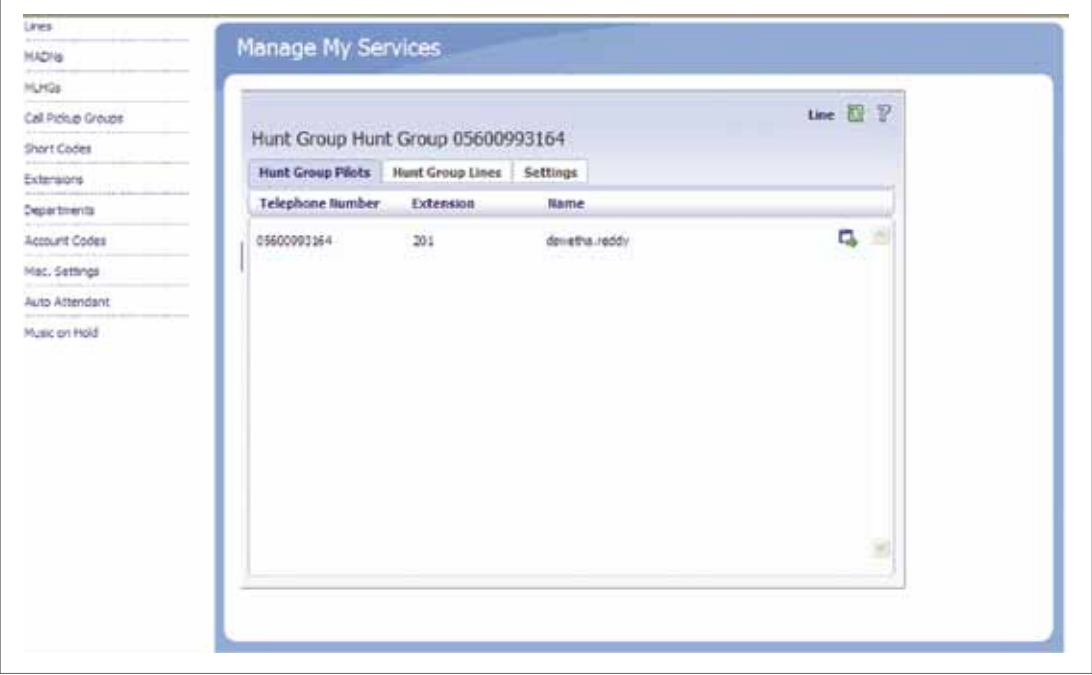
To view the settings for the Hunt Group, go to the Manage my Services tab and click on MLHGs on

the left hand menu. Click the icon on the far right of the screen for the telephone number you wish to view.

Use the Hunt Group pages to manage the settings for your Hunt Group:



Click on the icon on the far right to open up the screen below



Hunt Group Pilots

Call forwarding and call rejection can be set up for the pilot number in the Hunt Group. For instance, you might want to forward calls for the pilot number outside normal business hours.

Hunt Group Lines

You can change the order that the lines within the Hunt Group are accessed by moving them up or down the list using the buttons on the end of each row. You can add or remove lines in the Hunt Group.

Settings

Allows you to rename the Hunt Group, and you can decide whether lines may log in/log out of the Hunt Group. Also allows you to see which Algorithm your Hunt Group is using and the queue length.

Hunt Group Algorithms

There are three choices for determining which non-busy line in the Hunt Group will receive a call.

Linear

If a pilot number is called, hunting starts with the first line in the Hunt Group and continues through the list in order until a non-busy line is found. If a busy Hunt Group line is dialled directly, and line hunting is applied to direct-dialled calls, hunting starts with the line after the dialled number in the list and continues to the end of the list until a non-busy line is found. It does not start again from the beginning of the list.

Circular

If a pilot number is called, this is the same as Linear. If a busy Hunt Group line is dialled directly, and line hunting is applied to direct-dialled calls, this is the same as Linear except that once the end of the list is reached, hunting continues from the beginning of the list until it reaches the dialled Hunt Group line.

Uniform (Round Robin)

If a Pilot Directory Number is called, hunting starts with the first number after the line that was selected by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the list until it reaches the number it started with. If a busy MLHG Member is dialled directly, and **Hunt on direct dialled calls** is set to **True**, this is the same as **Circular** hunting.

Uniform (Longest idle)

If a Pilot Directory Number is called, or a busy MLHG Member is dialled directly and **Hunt on direct dialled calls** is set to **True**, hunting starts with the MLHG Member that has been idle for the longest. The idle time for a Member is calculated using the end time of any incoming or outgoing calls to or from the Member, not just those allocated by hunting. When an MLHG Member disables the Do Not Disturb call service, its idle time is reset to zero.

The default setting is 'Uniform (Round Robin)'. Please contact us if you would like to change these settings.

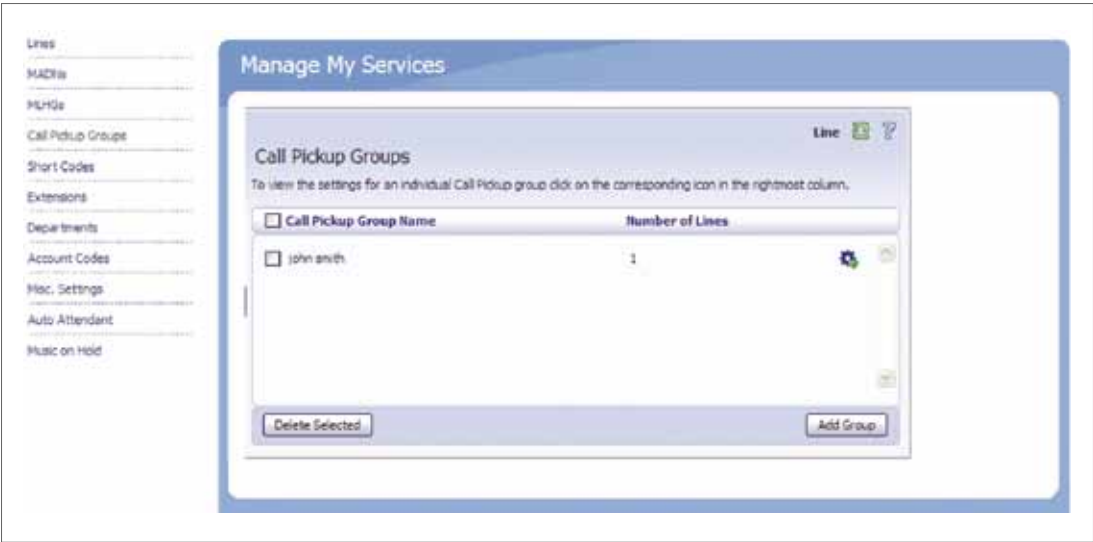
Manage my services

Call Pickup Groups

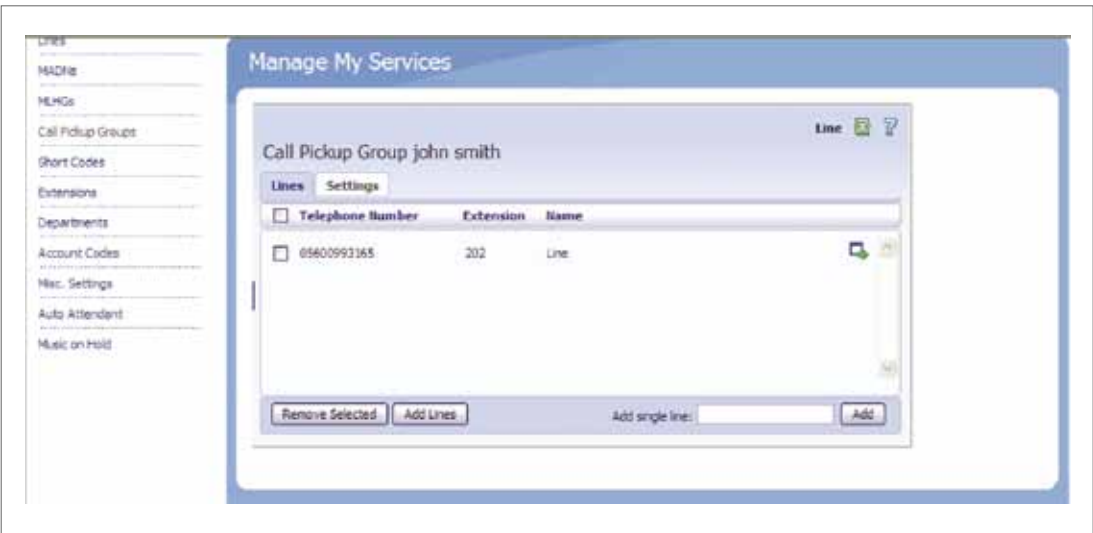
A Call Pickup Group can provide a useful means for a team of staff who sit together in the office to answer their colleagues' incoming calls when they are unable to. If someone's telephone rings while they're not able to answer, anyone else in the group can take the call from their own phone.

Managing Call Pickup Groups

Call Pickup Groups can only be managed by the Account Administrator or a Line User who has been granted Administrator privileges. Use the Call Pickup Groups section to manage the following settings for your Call Pickup Groups:



Click on the icon in the far right column to view individual pickup groups



Lines

Lists all the lines in the selected Call Pickup Group currently set up.

Allows you to add or remove one or more lines from the Call Pickup Group.

Settings

Allows you to rename the selected Call Pickup Group.

Call Pickup Access Codes

If a phone belonging to a Call Pickup Group rings, another member of the group can pick up the call by dialling the access code.

Feature	Access code
Call pickup	*52#

Manage my services

Short Codes

Short codes allow users in the Business Group to dial commonly used numbers quickly, using a three-digit number (starting with 3) instead of dialling a long phone number or access code.

Short codes can be used for:

- An external telephone number
- Any other code used within the Business Group, (E.g. An access code used to configure call services)

To use a short code, a user in the Business Group simply dials the short code instead of the number it represents.

Managing Short Codes

Short Codes can only be managed by a Line Administrator. Use the Short Codes settings section to manage the following settings for your Short Codes:

Lists all the Short Codes currently set up. Clicking on any of the codes in the list shows the number mapped to it, with options to edit or remove the number. **You can add individual short codes or a range of short codes in this section.**

Note: Calls made using Short Codes are charged at the same rates as the numbers they refer to.



Extensions

Extensions allow users in the Business Group to call other lines within the group quickly, using short numbers instead of dialling full telephone numbers.

To use an Extension, a user in the Business Group simply dials the 3-digit code instead of dialling the full telephone number.

Misc Settings

This section provides information on:

Number blocks – this shows the number of lines allocated against any blocks of numbers you may have.

External calls – this shows any limits on external calls, together with the default carriers used when making calls.

Other settings – you can restrict subscriber to subscriber messaging outside of the Business Group, and choose to display internal Business Group extensions rather than external directory numbers.

Manage my services

Easy Attendant

Easy Attendant consists of the following features, which can all be customised to suit your needs:

- One single menu with a maximum of nine options and announcements e.g. for x press 1, for y press 2 etc
- Dial by extension or dial by name directory (with spoken name confirmation)
- Automatic call answering
- Menus and announcements for out of hours and holiday times
- Transfer to extension or phone number
- Transfer to mailbox
- Announcement record (via PC microphone only. There is no facility to record the announcement using the telephone).

It offers you a way of directing incoming calls to the appropriate individual or department within your business.

Please note, Easy Attendant is only available to customers who took a hosted VoIP contract on or after 26 October 2009.

To order Easy Attendant, go to Easy Attendant/ Advanced Attendant in the Add or Activate services tab, and follow the instructions.

Once you have activated Easy Attendant, you can manage and make changes to the feature by going to the Manage my services tab and clicking on the Easy Attendant line.

The screenshot displays the 'Manage My Services' web application. At the top, there's a breadcrumb trail: 'You are in: Manage services > Manage my services > Lines'. On the right, there are links for 'Need help?', 'Rate this page', and 'Take a tour'. The main content area is titled 'Manage My Services' and contains a sub-section 'Lines'. Below this, there's a search bar and a table with the following data:

Telephone Number	Extension	Name
05600762160	200	Hunt Group BSG18-MLHS-01 pilot: MLHS 2160
05600762161	201	MACN
05600762162	202	Admin HV2162: Admin
05600762163	203	Staff HV2163
05600762164	204	Staff HV2164
05600762165	205	EA HV2165
05600762166	206	Staff HV2166
05600762167	207	05600762167
05600762168	208	05600762168
05600762169	209	05600762169
05600762170	210	Hunt Group BSG18-MLHS-02 pilot: MLHS 2170

A tooltip labeled 'Individual Line' is shown over the 'EA HV2165' entry. The bottom of the page features a navigation bar with links: 'Billing & payments', 'Track orders', 'Faults', 'Your profile', 'Manage services', and 'Your email'.

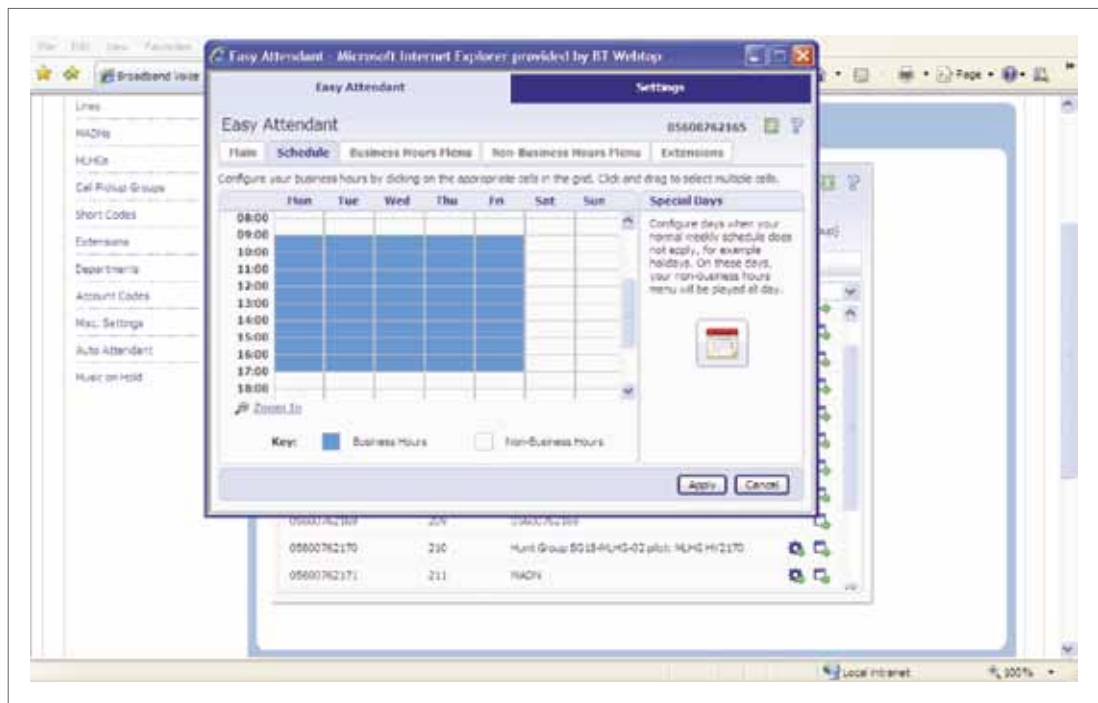
Manage my services

When you select the Easy Attendant line, it will bring up the following pop-up screen:



Main – you can turn on the Easy Attendant service from this screen. It also gives you the option to link to the schedule and hours screens where you can configure your Easy Attendant menus.

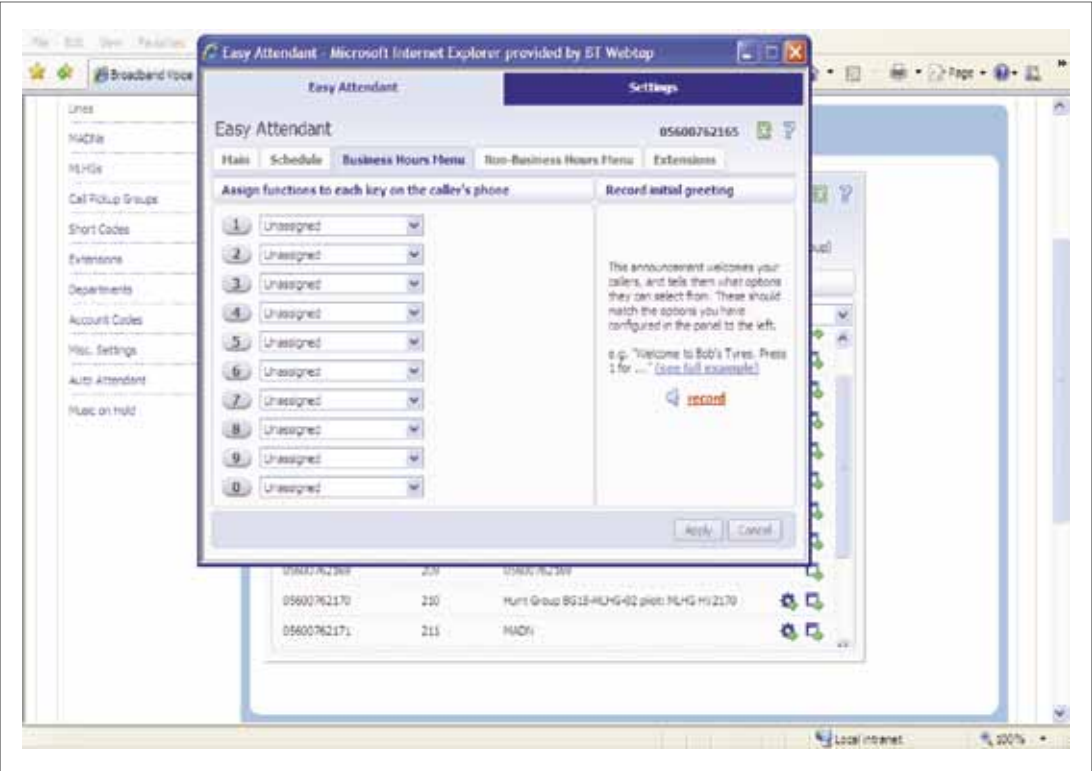
Schedule – you can use this to determine which menu will be played, and it allows you to configure a schedule to show when your business is open, so that callers will be played the correct menu (business hours or non-business hours).



Manage my services

Business hours menu – in this screen you can record your business hours message, and

configure the menu options i.e. press 1 for x, press 2 for y.



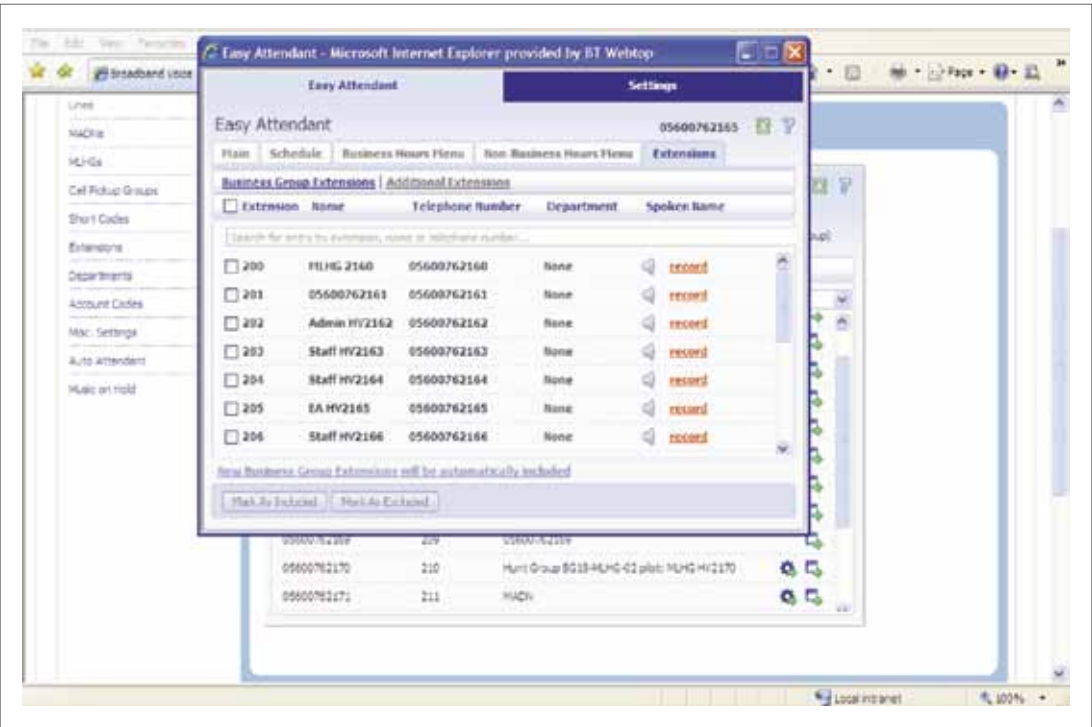
Non-Business hours menu – you can record your out of hours message here, and configure the menu options.

Name in this screen, and you can also record the name of the person at each extension.

Extensions

Additional extensions – if you have configured your menu to offer Dial by Extension or Dial by Name, you may define additional names and extensions that callers can dial on this page.

Business Group extensions – you can configure your menu to offer Dial by Extension or Dial by



Advanced Attendant

Advanced Attendant is an optional, chargeable feature that is a multi-level IVR (Interactive Voice response) offering you a way of directing incoming calls to the appropriate individual or department within your business.

Please note, Advanced Attendant is only available to customers who took a Hosted VoIP contract on or after 26 October 2009.

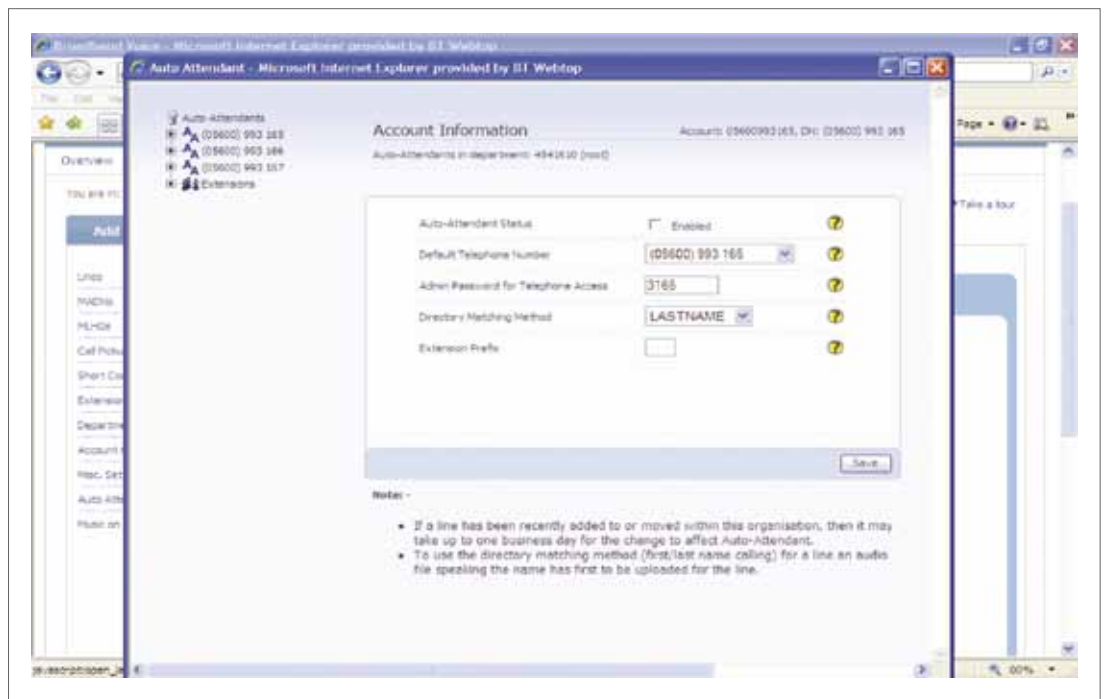
Before you start to set up your Advanced Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate.

For example, the main menu for a pizza company may need to include the following options:

- Play an announcement giving directions to the store, then return to the main menu so that the user can select another option
- Place an order with a server
- Speak to the manager
- Speak to another employee using dial-by-name.

When you have logged into the Manage My Services Section, choose **Advanced Attendant** from the menu list on the left hand side of the screen.

Once you are in the Advanced Attendant section you will see the following screen -



Manage my services

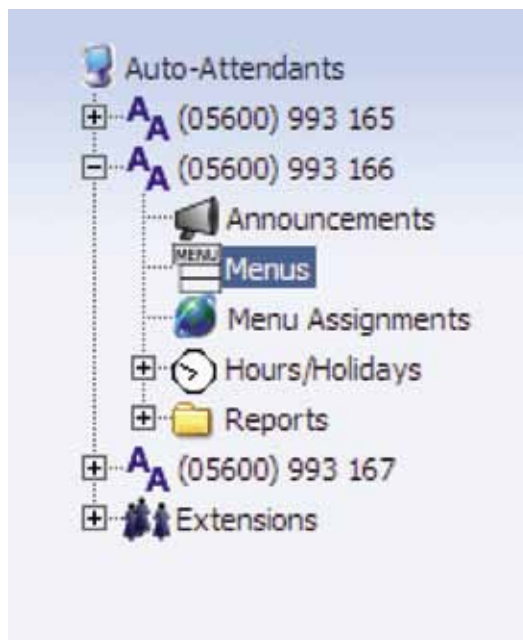








Figure 1.
Advanced Attendant menu tree

The menu tree on the left has an entry for each Advanced Attendant in your Business Group or department (identified by the Business Group Line's telephone number). If your account has more than one Advanced Attendant, you will see more than one entry in this tree.

Click on the symbol next to your Advanced Attendant number to expand the menu tree, as shown opposite.

This shows the following options for managing the Advanced Attendant.

-  **Menu Assignments:** Specify which Advanced Attendant menu is used for regular business hours, out of hours, and on holidays.
-  **Hours/Holidays:** Specify what your normal business hours are and which dates are holidays.
-  **Announcements:** Specify the announcements used by this Advanced attendant.
-  **Menus:** Specify the menus used by this Advanced attendant.
-  **Reports:** Create reports that show how the Advanced attendant is set up:
 - Layout Diagram:** this presents a diagram of the menu structure of your Advanced attendant, showing the different paths through the menus and how many times each path has been followed.
 - Recording Report:** this shows all the recordings included in your Advanced attendant (either for announcements or for the names associated with extension numbers), and highlights any missing recordings.
-  **Extensions:** This is a list of the extension numbers available to this business group (the Business Group Lines that have intercom codes assigned to them). A call to an Advanced Attendant can be routed to any of these numbers by the Advanced Attendant's menus.

Manage my services

Account Information

The Account Information entry in the menu allows you to define the overall properties of the Advanced Attendant. Click on the Advanced attendant number to view the account information. This screen allows you to:

- Activate and deactivate the Advanced attendant
- Assign the extension to which calls will transfer when the Advanced attendant is disabled

- Assign the admin password for use with the telephone admin interface
- Choose the directory matching method for callers selecting an extension by name (first name or last name)
- Choose the prefix key for callers selecting an extension using dial-by-extension.

Field	Description
Advanced Attendant Status	When this field is checked, the Advanced Attendant is enabled and handling the calls based on the menus and menu assignments you have defined. When this field is not checked, all calls to this Advanced Attendant will be directed to the extension shown in the Default Telephone Number field.
Default Telephone Number	<p>The number that calls will be transferred to when the Advanced Attendant is disabled, or if an error occurs in processing a call through the Advanced Attendant menus.</p> <p>When choosing the default number from the drop down please choose the full 056 number rather than the short code option if you want to forward the call to the line's number.</p>
Admin Password for Telephone Access	<p>The PIN to access the telephone admin interface. This interface provides access to activate and deactivate the Advanced Attendant, to record announcements and extension names, and to test the Advanced Attendant's menus.</p> <p>To specify the PIN, type a string of digits 0-9, which must be four digits long. Anyone using the admin interface will need to use this PIN in order to access these functions.</p> <p>Please note that the PIN can only be reset via the VoIP Portal or the by accessing the telephone admin interface, BT cannot reset the PIN on a customers behalf.</p>
Directory Matching Method	<p>The Advanced Attendant can allow callers to access a particular extension by typing the user name associated with that extension on the telephone keypad. This field specifies whether this function matches on the user's first name or last name. To use the directory matching method (first/last name calling) a wav file containing audio of the name being spoken will need to be uploaded.</p> <p>Click on the field to select the option you want to use.</p>
Extension Prefix	<p>The Advanced Attendant can allow callers to access a particular extension by dialling a prefix key followed by the extension number. This field specifies the prefix key that they should use.</p> <p>Type a character corresponding to a key on a standard telephone keypad: a digit 0-9 or the * or # character. Note that the key you use will not be available as a selection key in any of the Advanced Attendant menus.</p>

If you have made changes to these fields, click on **Save** to save them. To abandon your changes and leave the account information as it was, click on

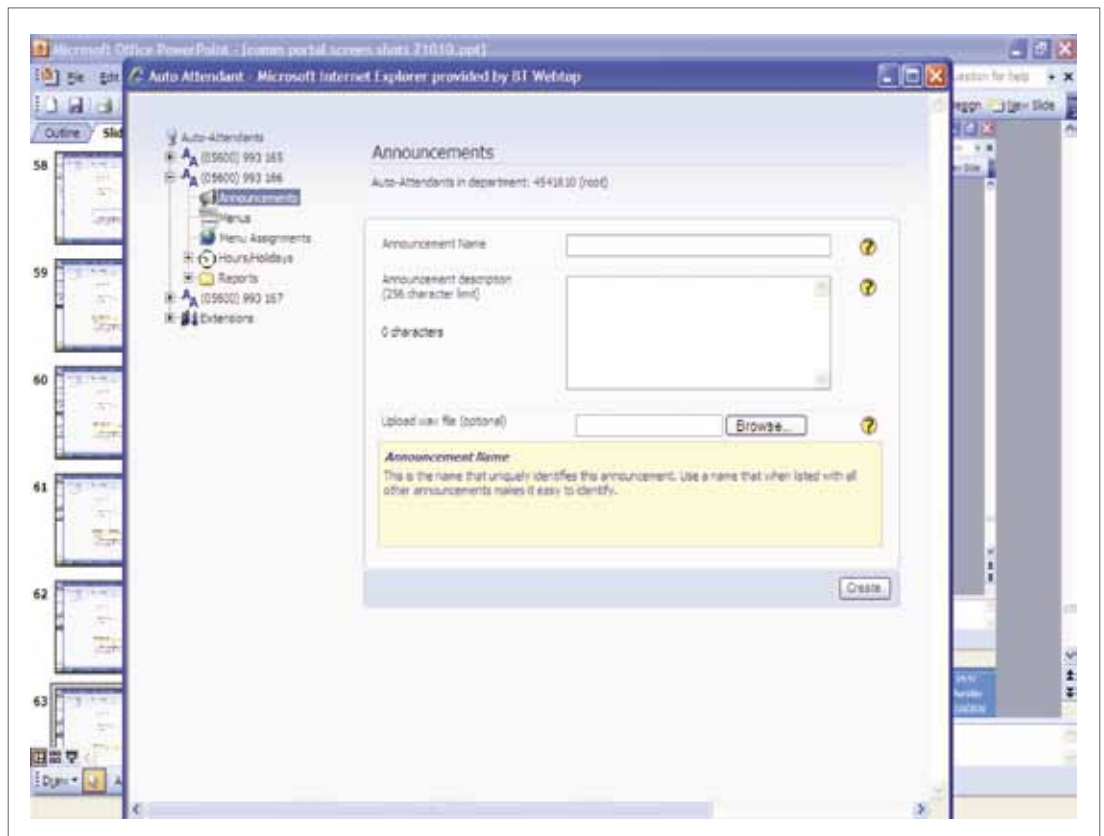
any other entry in the menu tree without clicking on **Save**.

Announcements and Recording announcements

Announcements

The Announcements entry in the menu allows you to define the announcements used in the Advanced Attendant. You can create a maximum of 150 announcements for each Advanced Attendant. Click on the Announcements entry in the menu to display the announcements

used in the Advanced Attendant. If there are any announcements already defined for this Advanced Attendant, they are listed below the Announcements entry. If you cannot see them, click on the symbol next to the Announcements entry to expand the tree. To add a new announcement, click on the top-level Announcements entry to show a blank dialogue where you can fill in the details of the new announcement.



Field	Description
Announcement Name	A name to identify this announcement. Type a name (maximum 30 characters) that makes it easy to distinguish this announcement among all the announcements you use in this Advanced Attendant.
Announcement Description	<p>A detailed description of the announcement. You can type a maximum of 256 characters.</p> <p>You may find it helpful to use the actual text spoken in the announcement as the announcement description. If you do this, remember to update the description if you later re-record the announcement.</p>
Upload wav file (optional)	<p>In order to use this announcement, you will need a recording of the spoken announcement. You can either record this on your personal computer as a WAV or MP3 file as described in the Recording announcements and names section, or use the telephone admin interface of the Advanced Attendant to record it as described in the 'Manage your calling features using your Falcon IP Phone,' section below.</p> <p>If you have recorded the announcement on your personal computer, click the Browse button to locate the recorded file and make it available on your Advanced Attendant.</p>

Manage my services

When you have filled in these fields, click **Create** to add the new announcement.

Each announcement you create appears with a 3-digit prefix in the menu tree: the first announcement you create has the prefix **100**, the second **101**, and so on. These prefixes are created Automatically and you cannot change them. When you are using the telephone admin interface to check or modify announcements, you will need to use these prefixes to identify each announcement you want to manage.

To check or modify an existing announcement, click on the announcement name in the menu tree. This brings up a dialogue similar to the new announcement dialogue above, with an additional link **Play announcement** at the top. Make any changes you need to the fields in this dialogue, and then click **Save** to update the announcement.

To hear the current recording of the announcement, click on the link **Play announcement** at the top of the screen. If no recording is available, this link is replaced by the text **no recording** highlighted in red. If you have made changes to these fields but you now want to abandon your changes and leave the announcements as they were, click on any other entry in the menu tree without clicking on **Create** or **Save**. To delete an existing announcement, click on the announcement name in the menu tree, and then click **Delete** at the bottom of the announcement dialogue. You will see a confirmation message asking you to confirm deleting the announcement, choose **OK** to confirm or **Cancel** to leave the announcement as it was.


The recorded announcements played to callers are a very important part of the Advanced Attendant system. There are two ways to create these announcements.

- You can pre-record announcements using your laptop or PC and a microphone, edit and trim them if required, and save them in the standard Windows .wav or .mp3 format. The Advanced Attendant's Business Group Web Interface then allows you to upload these files for use on the system.
- You can use the Advanced Attendant telephone admin interface (described in the Manage your Calling Features using your Falcon IP Phone section below) to record the announcements over the telephone. Use the three digit announcements numbers from the web interface to specify which announcement is to be recorded. You can upload recordings to the server in MP3 format or in most WAV formats. If you upload a file in a WAV format that the server does not support, this file will be rejected immediately after you upload it.

When you are planning announcements to be used with Advanced Attendant menus, it is a good idea to describe each possible action followed by its associated key press (rather than putting the key press first). For example, you should say 'To speak to the manager press 4', rather than 'Press 4 to speak to the manager'. This makes the menu easier to use, because the caller does not have to remember the key press while listening to the action description to find the correct action.

The Advanced Attendant also uses recordings to identify each extension when providing dial-by-name operation. If you want to allow callers to reach a specific extension using this feature, you will need to record a name for each extension that can be accessed using it. Typically this is the first and last name of the person using that extension, but it can also be a description such as **Manager** or **Customer Service**.

Menus

The  entry in the menu allows you to create the menus used in the Advanced Attendant and the valid key presses in each menu. You can create a maximum of 150 menus for each Advanced Attendant.

You will normally need to create an initial Welcome menu for business hours, and also menus for out-of-hours and for holidays (although these can share the same menu if you do not need different

operations at different times). If any menu option on these initial menus directs the user to a further set of options, you will also need an additional menu to present these options.

Even if the Advanced Attendant does not allow callers to choose any menu options during out-of-hours and holiday operation, for example if it simply plays an announcement and does not allow callers to speak to anyone, you still need to create a menu to define this operation. See [Timeout action](#) below for more details.

Click on the Menus entry in the menu to define each menu.

The first group of fields in the Menus page provides an overall summary of the menu.

Field	Description
Menu Name	A name to identify this menu. Type a name (maximum 30 characters) that makes it easy to distinguish this menu among all the menus you use in this Advanced Attendant.
Menu Description	A detailed description of the menu. You can type up to 256 characters. It may be helpful to summarise the main actions that are available from the menu and the default action that is taken if the menu times out without the user pressing a key.
Announcement	The announcement to be played for this menu. Click on the field to select from the announcements you have already created.
Timeout Period	The length of time in seconds that the Advanced Attendant should wait for the user to select an option by pressing a key. If the user does not select an option within this time, the Advanced Attendant performs the action associated with the Timeout filter.

If you have made changes to these fields, click on [Save](#) to save them. To abandon your changes and leave the menu as it was, click on any other entry in the menu tree without clicking on [Save](#).

The remaining group of fields in the Menus page, [Menu Options](#), defines the options that are available from the menu and the telephone key that is used to select each action.

Menu Assignments

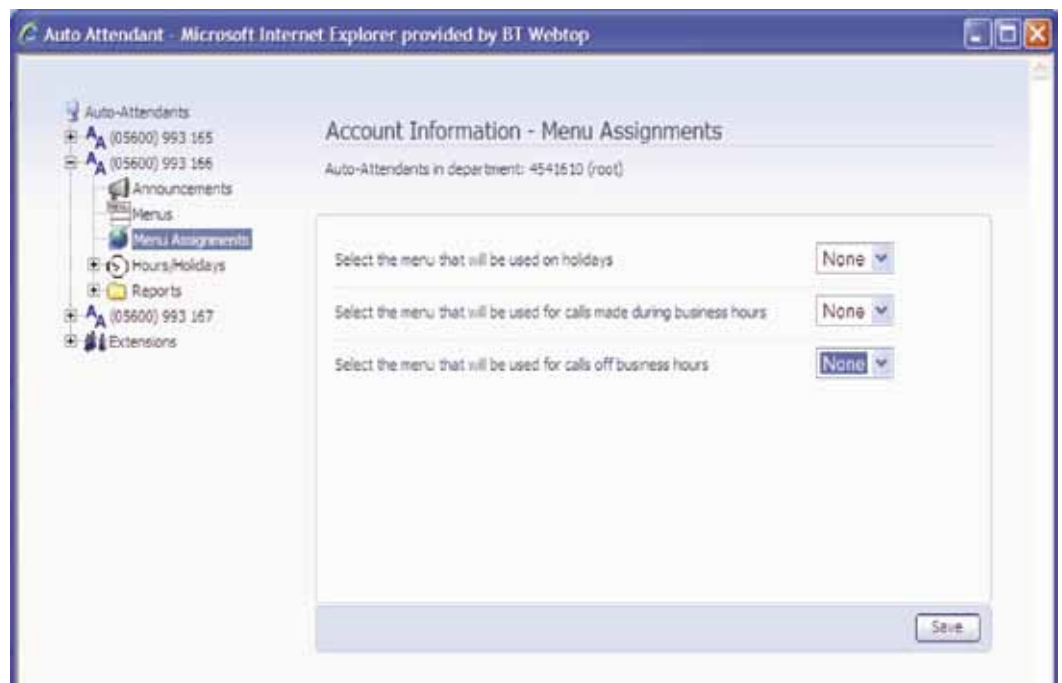
When you have created the menus and announcements, and defined the business hours and holidays, you are ready to assign the menus to be used at any given time (business hours, out of hours on business days, and on holidays).

For each of the three times (business hours, out of hours on business days, and on holidays), click on the field to select which menu is to be used. If you do not need to have different menus at different times, you can set two or more of these fields to

use the same menu. For example, if you want to use a single out-of-hours menu that is the same on holidays and after closing time on business days, specify this menu for both the holiday and out-of-hours options.


If no menu option is chosen for any of the menu assignments above (i.e. if any of them are set to none) any calls made to the Advanced Attendant during those times set to none will be routed to the default telephone number. The default telephone number can be configured in the Account Information screen.

Click on the  Menu Assignments entry in the menu to do this.



Manage my services

Hours/Holidays

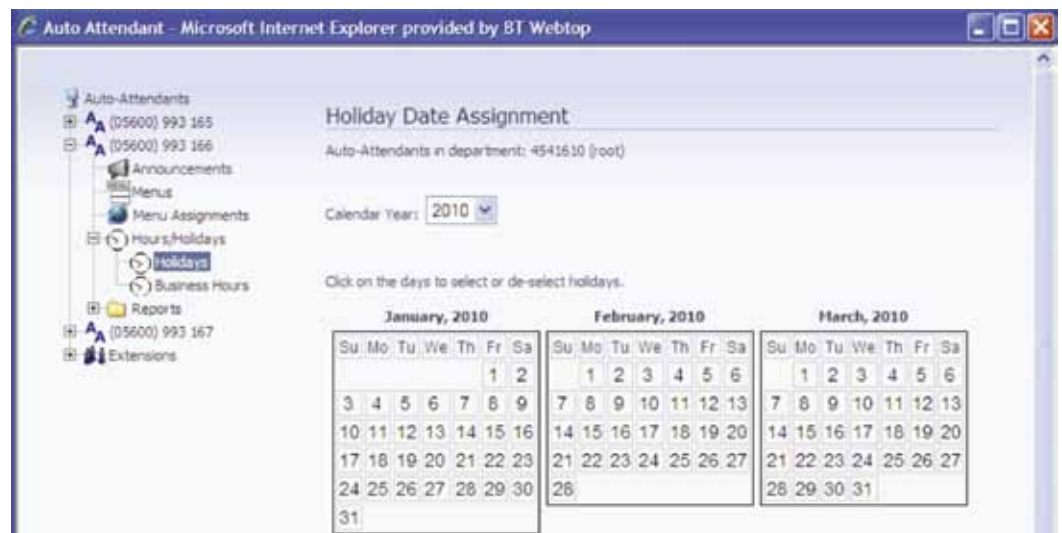
The  Hours/Holidays entry in the menu allows you to define what your normal business hours are and which days are holidays.

This allows the Advanced Attendant to use the appropriate announcements and menus according to the time and date of the call.

Click on the [Hours/Holidays](#) entry on the menu.

Holidays

Below this, click on the [Holidays](#) entry to view or change the current holiday assignments.



The page displays a calendar for the current year. Any date that is currently assigned as a holiday is shaded in blue.

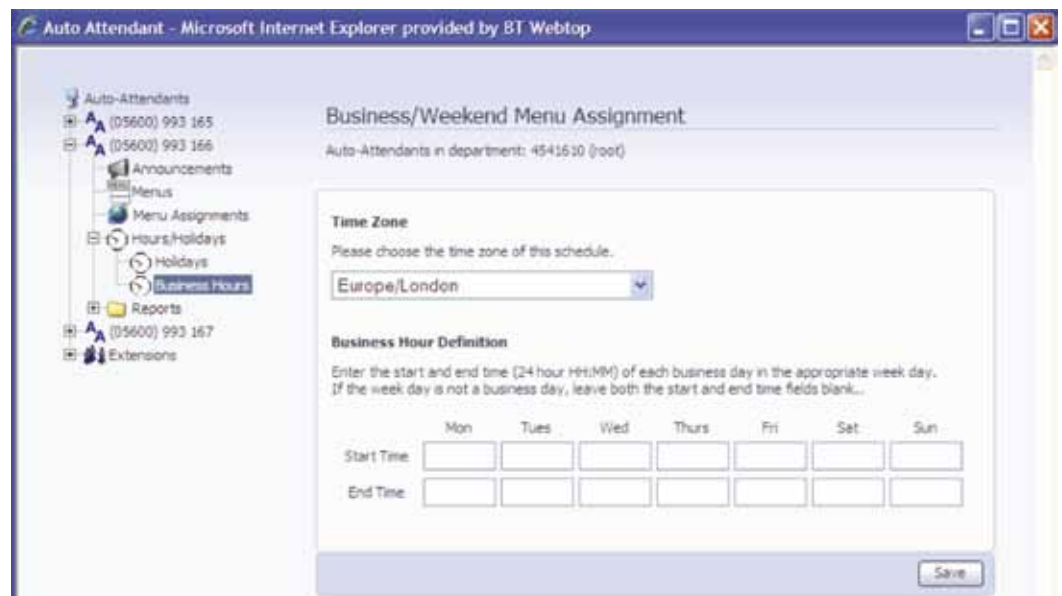
- To assign a new date as a holiday, click on the date in the calendar. The display changes to show this date shaded in blue.

- To clear a date currently assigned as a holiday, click on the shaded date. The display changes to show this date unshaded.

You can also assign holidays for later calendar years. Click on the [Calendar Year](#) field at the top of the dialogue to select the year.

Hours

Click on the [Business Hours](#) entry below [Hours/Holidays](#) on the menu to view or change the current business hours assignments.



Field	Description
Time Zone	The time zone in which your Advanced Attendant operates. Click on the field to select the appropriate time zone.
Business Hour Definition	<p>The hours on each day of the week that are to be treated as normal business hours.</p> <ul style="list-style-type: none">• For each day that is a business day, type the start time and end time for business hours on that day (hours and minutes in 24-hour clock format hh:mm). For example, if the business is open from 8.30am to 5.15pm, type 08:30 in the Start Time field and 17:15 in the End Time field.• If the business is open 24 hours and does not close overnight, type 24:00 in the End Time field for one day and 00:00 in the Start Time field for the next day.• For each day that is not a business day, leave both fields blank. For example, if the business is not open on Sundays, leave both Start Time and End Time blank under Sun. <p>A quick-reference table is shown below the business hours fields to help you convert to 24-hour clock format.</p>

When you have finished setting the time zone or the business hours, click on the **Save** button next to the field you have changed to update the Advanced

Attendant. To abandon your changes and leave the information as it was, click on any other entry in the menu tree without clicking on **Save**.

Reports

The Advanced Attendant can display reports that provide a summary of the menu structure you have set up and the recordings you have created. You can use these reports as a quick check after setting up the Advanced Attendant to make sure that everything is configured correctly.

Click on the Reports entry in the menu. Below this, click on one of the following:

- Layout Diagram to see a summary of the menu structure
- Recording Report to see a summary of the recordings you have created.

Layout Diagram

The layout diagram is a graphical representation of the call flow for the Advanced Attendant, including the number of calls that have progressed through each path.

- The shapes on the left of the diagram represent the three date/time filters defined on the **Menu Assignments** page: business hours, holidays, and out of hours.
- In the centre of the diagram, ellipse shapes represent the menus used at these times.
- From each menu, an arrow shows the key press for each of the possible options in the menu (or **Timeout** for the timeout option), and leads to

a box showing the action taken for that option: for example, transferring to an extension, playing an announcement, or releasing the call.

- If any calls have passed through the paths in the diagram, the number of calls on each path is shown in parenthesis above the arrow for the path.

If the Advanced Attendant is running while you are viewing the report, you can use the **Refresh** button on your browser to update the display and show the latest call counts.

The **Reset Hit Counts** button above the diagram resets all of the call counts in the diagram to zero. This means that, next time you view the Layout Diagram, it shows only the calls that occurred after the reset.

Recording Report

The Recording Report provides a list of all announcements and extensions on the Advanced Attendant, and highlights those missing an audio recording. You may find this report helpful when you are setting up a new Advanced Attendant or adding several extensions, because it acts as a quick check to identify any missing recordings. You can refer to it while using the administrative telephone interface to create the new recordings.

Manage my services

Extensions

The Extensions entry in the menu shows a list of the extension numbers in the business group or department that you are managing (the Business Group Lines that have intercom codes assigned to them).

In the same way as for managing Advanced Attendants, if the department associated with your administration line has one or more sub-departments, you can follow links at the bottom of the screen to manage extensions in these sub-departments.

The extension numbers may be 1 – 7 digits long, but all extension numbers in the group are the same length.

- A call to an Advanced Attendant can be routed to any extension in the Business Group by the Advanced Attendant's menus.
- Callers can also access these extensions using dial-by-name or dial-by-extension if you configure the Advanced Attendant's menus to include this.

The list of extensions is set up Automatically from the configuration of the Business Group, and you cannot change it. However, you can specify or change the recording file associated with each extension.

Click on a particular Extension entry in the menu tree to view details of the extension.

Field	Description
First Name Last Name	<p>The name associated with this extension: either the name of the person who uses it, or a name describing its use (such as Help Desk or Manager). This is shown for information only and you cannot change it.</p> <ul style="list-style-type: none">• The user of the extension sets up this name in the Business Group Web Interface, which provides a single field for this name; the content up to the first space is taken to be the first name, and all remaining content is taken to be the last name (ignoring any further spaces).• The name supplied by the user is transferred automatically to Advanced Attendant as part of the Business Group configuration every four hours. This means that there may be a delay after the user changes the name before you see the new name in this entry. <p>If the user changes this name, you may need to re-record the name as described in the Upload wav file field below.</p>
Extension	<p>The extension number. This is shown for information only and you cannot change it.</p>
Upload wav file (optional)	<p>In order to allow callers to access this extension using dial-by-name, you will need a recording of the extension name. You can either record this on your personal computer as a WAV or MP3 file, or use the telephone admin interface of the Advanced Attendant to record it.</p> <p>If you have recorded the name on your personal computer, click the Browse button to locate the recorded file and make it available on your Advanced Attendant.</p>

If you have made changes to these fields, click on [Save](#) to save them. To abandon your changes and leave the extension as it was, click on any other entry in the menu tree without clicking on [Save](#).

To hear the current recording of the name, click on the link [Play announcement](#) at the top of the screen. If no recording is available, this link is replaced by the text [no recording](#) highlighted in red.

Manage my services

Music on Hold

Music on Hold can be applied to the following call types:

- Incoming Calls in a MADN queue
- Incoming Calls in a MLHG queue
- Call Hold.

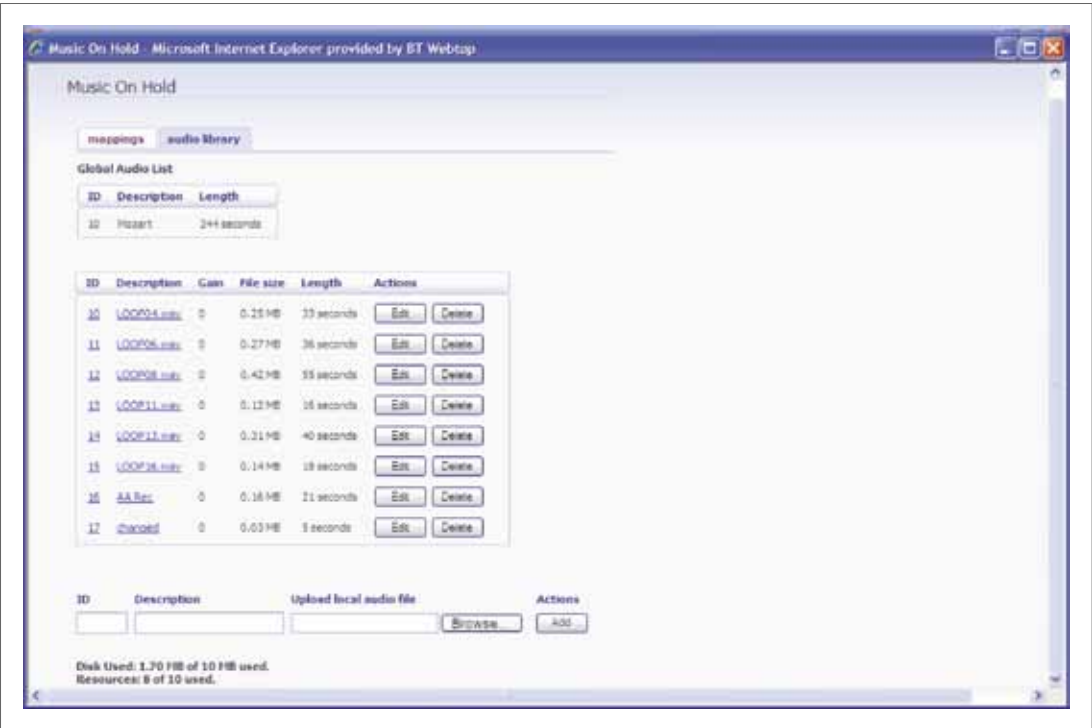
Please note, Music on Hold is only available to customers who took a hosted VoIP contract on or after 26 October 2009.

To activate/amend Music on Hold, click on **Music on Hold** on the left hand menu under Manage My Services.

To upload new files to the audio library, click on **Music on Hold** within the Manage my services section. You will then be able to upload an audio file by clicking on browse and choosing the wav file from your local folders.

It is recommended that you give all files an id reference and a description so that you can identify each file.

There is a choice of standard pieces of music available in the <standard> music group. The music tracks play continuously with a 60 second repeat cycle.



You can amend the music on hold settings against each line in mappings tab within the Music on Hold section. Click on **Edit** for the line you want to amend and the drop down menus enable you to choose which audio file you want to play on

each line, how often, whether you want a second audio to play once the first has finished and where in the audio you want the audio to start playing (start or random).



Manage your Calling Features using your Falcon phone

Additional information on Music on hold

- Incoming calls to a MADN are queued and Music on Hold played out to the caller when ALL registered MADN member lines or Hunt Group lines are already busy on a call. The maximum number of unique Business group lines(MADN/MLHG/User lines) that can belong to a MADN is 20.
- A maximum of 20 calls can be queued against each MLHG in a Business Group (ie. Queued calls cannot exceed specified value of 20).
- MADN queuing is only enabled for those customers who have contracted to a hosted VoIP contract on or after 26 October 2009.
- A maximum of 20 calls can be queued against each MADN in a Business Group in addition to those calls currently in progress (ie. Queued calls cannot exceed specified value of 20).
- Queued callers hear one burst of ringing tone prior to the commencement of Music on Hold.
- When the queue limit is reached, any further incoming call attempts will receive a busy indication.
- There is no limit to the time a call can remain in the queue. If a queued caller hangs up before being connected to a MADN/Hunt Group member line all newer calls will move up one place in the queue.
- As soon as a MADN/Hunt Group member line becomes free the oldest queued call is delivered to that line. If another MADN member line becomes free before the call is answered on the first free line, then the queued call will ring both lines until answered.
- Call Hold- Incoming calls to a user line placed on hold by the called party will hear Music for the whole duration of being on hold.
- There is no limit to the time a caller can remain on hold listening to music. If the caller hangs up while on hold, when the called party reconnects to the call they receive an announcement saying 'The other person has hung up'.
- The supported media types are all types of WAV and MP3.
- Music on Hold will be played to a maximum of 16 concurrent calls per Business Group.
- The customer retains full responsibility and liability for any changes to, and the content of, the customised music/audio. With the standard Music, BT will pay the dubbing and storage fees, but the customer is required to licence the broadcasting to callers of this music from each of their sites. Please see the Terms & Conditions for Hosted VoIP for the Music on Hold Conditions.

Manage your Calling Features using your Falcon phone

About Access Codes

Access Codes allow line users to manage calling features on their line by entering numerical codes from the keypads of their telephones.

For instance, to retrieve voicemail messages, the user enters the code 1571 on their phone. A full list of Access Codes for the BT Hosted VoIP service is provided in Appendix 1.

Call Forwarding

You can use Call Forwarding to redirect calls to another number according to the following conditions:

- Immediate Call Forwarding redirects all your calls to a number you choose. If you turn on Immediate Call Forwarding, your other call forwarding settings below are ignored
- Busy Call Forwarding redirects calls to a number you choose if you are busy on the phone
- Delayed Call Forwarding redirects calls to a number you choose if you do not answer within a certain period of time.

BT Hosted VoIP also offers the following Call Forwarding Options:

- Selective Call Forwarding redirects all calls from a user-maintained list
- Find-me-follow-me redirects unanswered calls to a user-defined list of numbers.

Managing Call Forwarding

Login to the VoIP portal, select the 'Manage My Services' tab and if you are the Administrator select the Line you wish to manage, otherwise select 'Receiving Calls' and then click on Call Forwarding.

Call Forwarding Access Codes

To manage Call Forwarding features on a line from its telephone, use the following access codes.

Note: nnnnnn represents the number to which you want to forward your calls:

Feature	Access code
Forward all calls	*21*nnnnnn#
Stop forwarding all calls	#21#
Check whether your telephone is set to forward all calls	*#21#
Forward calls when busy (if they come in while you are in another call)	*67*nnnnnn#
Stop forwarding calls when busy	#67#
Check whether your telephone is set to forward calls when busy	*#67#
Forward calls on no reply (if you do not answer them)	*61*nnnnnn#
Stop forwarding calls on no reply	#61#
Check whether your telephone is set to forward calls on no reply	*#61#

Selective Call Forwarding

Selective Call Forwarding allows each line to maintain a list of phone numbers to be redirected to a specific number whenever any of them calls. This feature also allows the addition of anonymous callers (those who withheld their number when dialling) to the list.

Please note that if the 'Forward calls on no reply' option is enabled, this takes precedence over any other settings.

Selective Call Forwarding Access Code

To set up Selective Call Forwarding on your line from your telephone, use the following access code and follow the voice prompts for further instructions. This allows you the extra option of adding an anonymous number following a call where the caller withheld their number:

Feature	Access code
Set up Selective Call Forwarding	14256

The flexible calling features of Hosted VoIP allow you to set up and manage number of calling features for each line. Each of the features in this section can be applied individually, to each line in the Business Group.

If the line uses the Voicemail service, unanswered incoming calls will be forwarded to Voicemail, so that the caller can leave a message. You can specify how long an incoming call waits to be answered before the caller is transferred to Voicemail. Currently the BT Hosted VoIP service does not support a message waiting indicator.

Introduction

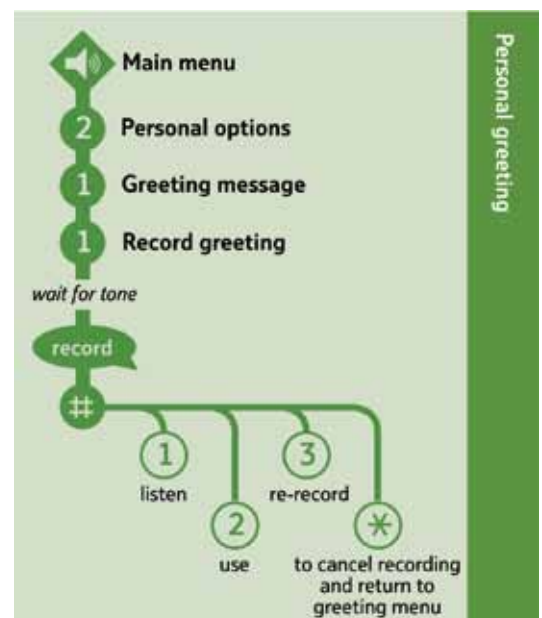
BT Call Minder for Business VoIP is a personalised voicemail service for your business. Using Call Minder, you can record your own greeting and access your voicemail remotely.

- Dial 1571 to access Call Minder from your BT Falcon phones or BT Office Communicator.
- The first time you dial in, you will be required to set a 4 digit PIN number for remote access.
- Follow the instructions and press buttons on your phone to tell Call Minder what to do.
- You don't have to wait for the instructions to finish.
- Press **9** for **Help**.
- Press ***** to go **Back to the previous instruction**.

- When your phone is engaged, Call Minder answers with your own personal greeting message asking callers to leave a voicemail message for you.
- Your message can be up to one minute long.
- Remember to press 2 to ensure your new message is saved.
- If you record your own message, remember that Call Minder takes calls when you're on the phone as well as when you're out or don't answer.
- You can always change back to a standard message if you want to.

- Each message can last a maximum of five minutes.

To listen to a line's Voicemail messages from its telephone, use the following access code, and follow the voice prompts for further instructions:



- 30 messages can be held per mailbox.
- Saved messages are held for 30 days before being Deleted.
- 'Unread' messages are stored for six months before being deleted.

Manage your Calling Features using your Falcon phone

Call minder

Call Minder is free to customers that ordered BT Hosted VoIP from December 2008.

Older customers need to upgrade to new Hosted VoIP 1 or 2 year rolling contracts in order to avail Call Minder voicemail service.

Call minder

Remote Access

Remote Access allows you to listen to your messages when you're away from your phone.

Call your phone number from another phone line. After Call Minder answers, press * and enter your 4 digit PIN which you set up when dialling 1571 for the first time.

This will take you to the main menu where you can use Call Minder in the normal way.

Please note that the following features are NOT currently available with BT Call Minder for Business VoIP

- Speech recognition
- Message waiting indicator



- Ring period control
- Call return.

Call Rejection

Unwanted calls can be a serious problem. The services provided by BT Hosted VoIP help you to filter out these calls. You can choose to reject calls to a line from particular callers. If you do this, the telephone will not ring when a call comes in from one of these callers. Instead, the caller will hear an Automatic message that the call has not been accepted.

Selective Call Rejection

Selective Call Rejection allows you to reject all calls from a list of up to ten numbers that you maintain.

Anonymous Call Rejection

Anonymous Call Rejection allows you to reject all calls where the caller withholds their number. You can add the last caller to your list of rejected numbers even if they withheld their number using your phone.

Call Rejection Access Codes

To control Call Rejection on a line from its telephone, use the following access codes. This allows you the extra option of adding an anonymous number to the list of rejected numbers following a call where the caller withheld their number.

Feature	Access code
Activate Do Not Disturb service	*261#
Deactivate Do Not Disturb service	#261#
Check whether Do Not Disturb is activated	*#261#
Reject anonymous calls	*227#
Accept anonymous calls	#227#
Check whether your telephone is set to reject anonymous calls	*#227#
Set up Selective Call Rejection (after entering the access code, follow the voice prompts for further instructions)	14258

Manage your Calling Features using your Falcon phone

Note: Caller ID settings may be accessed and controlled by a line's user as well as a Line Administrator.

Note: Speed Calling settings may be accessed and controlled by a line's user as well as a Line Administrator.

Priority Call

You can choose a different ring tone on a line for specified incoming callers to distinguish between callers. For example, the user can have a different ring tone for calls from family members, to distinguish between business calls and personal calls.

Feature	Access code
Set up distinctive ringing tones	14257

Priority Call Access Codes

To set up distinctive ringing tones on a line from its telephone, use the following access code, and follow the voice prompts for further instructions. This allows you the extra option of adding an anonymous number following a call where the caller withheld their number.

Caller ID

You can choose whether to display or withhold a line's telephone number when making outbound calls.

Additionally, if you have a Geographic Number for the line, you can choose whether to display this or the 056 number.

View incoming Caller IDs

The user can choose whether to view information about a caller's identity before answering the call.

Note that the caller's number may not be displayed in some cases:

- Calls from outside the UK
- Calls from some other networks, including mobile networks
- Calls made from some payphones or made using a BT Chargecard
- Calls where the caller has withheld the calling number.

Caller ID Access Codes

To control whether a line's calls are anonymous from its telephone, use the below access codes:

Feature	Access code
Withhold my number on the following call	141
Send my number on the following call	1470

Call Waiting with Caller ID displays the caller's telephone number at the same time as the Call Waiting tone is played. To set this up, access the

'Options' screen on your IP telephone, see BT Falcon User Guide for more information.

Speed Calling

For numbers that are called frequently, you can set up Speed Calling to provide a quick way of dialling these numbers.

Instead of dialling the full telephone number, the user can simply dial a Speed Calling access code followed by the Speed Calling code, a number in

the range 01-49 (Note: Speed Calling Code must contain two digits).

Speed Calling Access Codes

To set up Speed Calling on a line from its telephone, use the following access codes:

Note: XX is a Speed Calling code in the range 00-49.

Feature	Access code
Speed Calling access code (dial this code followed by the Speed Calling code for the number you want to call)	**XX
Set up a Speed Calling code (follow the voice prompts for further instructions)	*51*
Remove a Speed Calling code (follow the voice prompts for further instructions)	#51*
Check whether your telephone is set up to support Speed Calling (follow the voice prompts for further instructions)	*#51*

Manage your Calling Features using your Falcon phone

Note: Call Barring settings may be accessed and controlled by a line's user as well as a Line Administrator if they have the appropriate PIN number for the line.

Call Barring

You can choose to bar particular types of calls (for example international or premium rate calls) so that nobody can make these calls from this line.

Call Barring Access Codes

If you use an access code to stop Call Barring for any type of call, you will be prompted to enter the PIN as a security check. To set up Call Barring on a line from its telephone, use the following access codes:

Feature	Access code
Bar all calls except emergency calls	*341#
Bar international, national and mobile calls	*342#
Bar international calls	*343#
Bar operator calls	*344#
Bar calls to access codes for setting up Call Services	*345#
Bar calls to premium rate numbers	*347#
Stop barring all calls except emergency calls	#341#
Stop barring international, national and mobile calls	#342#
Stop barring international calls	#343#
Stop barring operator calls	#344#
Stop barring calls to access codes for setting up Call Services	#345#
Stop barring calls to premium rate numbers	#347#
Check which types of calls are currently barred for your telephone	*#34#

Reminder Calls

You can set the telephone on a line to ring at a particular time, as a reminder of an appointment for example.

Reminder Call Access Codes

To set up reminder calls on a line from its telephone, use the following access codes, and follow the voice prompts for further instructions.

Feature	Access code
Set up a reminder call	*55*
Cancel all reminder calls	#55#
Cancel one reminder call	#55*
Check the reminder calls you have set up	*#55#
Set up a repeating reminder call	*56*
Cancel all repeating reminder calls	#56#
Cancel one repeating reminder call	#56*
Check the repeating reminder calls you have set up	*#56#

Manage your Calling Features using your Falcon phone

Call Waiting

Call Waiting gives the user of a line an audible warning if they are in a call and another call comes in. The user can choose to put the first caller on hold to answer the second call, and swap between the calls.

If you have set up Call Waiting on your line and someone calls you while you are already in a call, you will hear the Call Waiting tone. At the same time, the new caller hears an announcement that you are already in a call but have been informed that a new caller is waiting.

If you want to talk to the new caller, press the Recall key on your telephone. The first caller is put on hold and you are connected to the new caller. You can switch between the two callers at any time (putting the current caller on hold) by

pressing the Recall key again. When one of the two callers hangs up, press Recall again to go back to the other caller.

If you hang up while a caller is still on hold, your telephone will ring immediately. When you pick it up, you will be connected to the caller that you left on hold. If a caller hangs up while you have another call waiting on hold, you will be connected to the other caller Automatically.

You can cancel Call Waiting for an individual call (but leave it in operation for subsequent calls) by dialling an access code before you make the call. For example, you may want to do this before making a fax call, or before making an important call in which you do not want to be disturbed.

It is recommended that lines belonging to Hunt Groups should disable Call Waiting.

Call Waiting Access Codes

To manage Call Waiting on a line from its telephone, use the following access codes:

Note: to start using these codes on the BT Falcon IP phone, you need to configure it using the options menu on the phone.

Feature	Access code
Use Call Waiting	*43#
Stop using Call Waiting	#43#
Check whether your telephone is set up to use Call Waiting	*#43#

Three Way Calling

Three Way Calling allows the user of a line to put one caller on hold, dial another caller's number and then link the calls together so that all three people can talk at the same time.

To set up a Three Way Call for an analogue phone:

1. Tell the first caller that you are putting the call on hold.
2. Press the Recall button on your telephone.
3. Dial the Call Hold access code.
4. Dial the telephone number for the other person you want to include in the call.

5. When this person answers, press the Recall button again to link the calls together. All three of you should now be able to hear each other. (If the new person does not answer, press the Recall button again to return to the first caller).
6. If you want to disconnect the new person so that you are only talking to the original caller, press the Recall button again.
7. If you hang up your telephone while the first caller is still on hold (that is, before you have pressed the Recall button to link the calls or to return to the first caller), your telephone will ring immediately. When you pick it up, you will be reconnected to the first caller.

To set up a Three Way Call for a BT Falcon IP Phone, please refer to the BT Falcon User Guide.

Manage your Calling Features using your Falcon phone

Call Transfer

Call Transfer allows the user of a line to transfer the other person in a call to another number. For example, if someone calls to find out a customer's number, the user can transfer the call straight to the customer so that the caller does not have to hang up and dial the new number.

Note, this only works for users of IP telephones. There is a choice of performing a 'blind transfer' or a transfer with 'consultation hold' (depending on the IP device, some support one or both options).

To transfer a call from your BT Falcon IP telephone:

1. Press the option key to transfer the call (either blind or with consultation).
2. Dial the telephone number for the person you want to transfer the call to. If this is a blind transfer you will then be placed on hold and should hang up.
3. If this is a consultation hold, wait until the call is answered.
4. After the new person has agreed to accept the call, press the option key to complete the transfer. (If the new person does not answer, or does not want to accept the call, press the option key to return to the original caller).
5. You will then be placed on hold and should hang up.

Last Caller ID

This service allows the user to act on the telephone number of the last person who called. You can return a call to the last person who called you. Note that you will not be able to return the call if the caller's number is unavailable.

If necessary, you can remove the records of recent incoming and outgoing calls, so other people using your telephone will not be able to see what calls have been made.

Last Caller ID Access Codes

To find out about the most recent incoming call to your telephone, or to return the call, use the following access codes:

Feature	Access code
Last Caller ID (to hear a voice announcement of the last caller's number)	1471
Call Return (to return the call after hearing the Last Caller ID announcement)	3
Last Caller ID Return (to return the call without the voice announcement)	1474
Last Caller ID Erasure (to remove the records of recent calls)	1475

Advanced Attendant

Advanced Attendant

You can access the Advanced Attendant Telephone Admin Interface by dialling **0800 345 7986** which allows you to manage the Advanced Attendant system from a telephone. The administrator uses the directory number of the Advanced Attendant line, together with a password, as identification to access the telephone admin interface.

- Activate or deactivate the Advanced Attendant
- Record and check announcements and the recorded names for extensions
- Test the Advanced Attendant menus to ensure that they are operating as you intended
- Change the administrator password for the Telephone Admin Interface.

To access the Telephone Admin Interface, you will need the following information:

- The access telephone number of the Telephone Admin Interface

- The telephone number of the Advanced Attendant line.

You will also need the password assigned to the Advanced Attendant line. This is set up in the Business Group Web Interface for the Advanced Attendant, as part of the account information, as described above.

To use the admin interface, dial the access number. You are then prompted for the Advanced Attendant line telephone number and the password. Enter each of these by dialling the appropriate keys on your telephone keypad after each prompt.

Quick Key Reference

When using the Advanced Attendant Administrative interface, there are some keys that have special functions throughout the call to help you navigate through the system. As you become familiar with the system, you do not have to wait for any message to finish if you know which button to press in order to perform a function.

Table 1. Quick Key Reference

Key	Function
*	Returns to the previous menu. If you are already on the top-level menu, this key simply replays the top-level menu.
# (hash)	This key is used to indicate the end of a digit sequence, or to indicate the end of speech when creating recordings.

Advanced Attendant

The following map provides an overview of the telephone admin interface.



Activate/Deactivate Attendant

To activate the Advanced Attendant if it is deactivated, or to deactivate it if it is active, press **1** at the main menu. The admin interface plays an announcement to confirm the updated status of the system after the key has been pressed.

While it is deactivated, the Advanced Attendant simply transfers all calls to the default telephone number set on the Account Information page of the web interface.

Managing Announcements

In the telephone admin interface, each announcement is identified by its three-digit announcement number as shown in the Announcements page. You may find it helpful to have a printout of the Recording Report to hand when managing announcements using the telephone admin interface, because this report shows this number and the announcement description for each announcement.

Managing Extension Name Recordings

Each extension is identified by its extension number, as described in section Advanced Attendant Extensions. You may find it helpful to have a printout of the Recording Report to hand when managing extension name recordings using the telephone admin interface, because this report shows this number and the extension name for each extension.

Testing Menus

The telephone admin interface provides the facility to simulate the menus in your Advanced Attendant, so that you can follow the different options and test that the menus are working correctly. You can use the telephone keys to navigate the menus in the same way that you would if you dialled the Advanced Attendant number directly. The only difference is that the testing interface does not transfer or terminate your call where the normal menu interface does so, but instead returns you to the previous menu so that you can continue testing.

To access this facility, press **4** at the main menu.

Then type the two-digit menu number of the menu you want to test, followed by the **#** (hash) key.

At this point, you will hear the announcement for the selected menu. From here you can press the appropriate telephone key for each option in the menu to test your attendant. If the attendant reaches a point where the call would normally be released or transferred, it plays a series of tones followed by an announcement of the action that would be taken in the real menu system at this point. You then return to the previous menu in case you want to continue testing from that point. To end the test, simply end the call to the telephone admin interface.

4.6 Changing the Administrator Password

To change the password used to access the telephone admin interface, press **5** at the main menu.

You are prompted to enter the new password. Type a string of digits 0-9, which must be four digits long, followed by the **#** (hash) key.

You are then prompted to enter the new password again for verification. Type the same digit string again, followed by the **#** key.

You then return to the main menu.

BT Office Communicator

BT Office Communicator

BT Office Communicator allows you to take your line and calling rates anywhere. Adding BT Office Communicator to your Hosted VoIP account provides even greater flexibility like instant messaging and video calls all via your PC.

BT Office Communicator is FREE to download and gives you FREE calls to other Office

Communicator users, calls to other numbers will be charged at the Hosted VoIP capped rate.

Start using BT Office Communicator by logging in to [the online portal](#) then click on BT Office Communicator to download and install.

A full user guide is available online at www.bt.com/business/help/btocuserguide

Display your presence and availability

Chat with Instant Messenger

Make a video call

Microphone volume level



Voice messages

Make a call

Speaker/headphones volume

Manage your contacts

Find a person or business in the phone directory

History of outgoing/incoming calls

Call Quality

The call quality on BT Hosted VoIP lines may not match that of normal landlines. Call quality is dependant upon the available bandwidth provided by the BT Business Broadband connection and therefore can be affected by a combination of factors including (but not limited to):

- internet traffic
- the uploading or downloading of data (particularly large files) over the same Broadband connection; and
- making or receiving of simultaneous VoIP calls.

BT therefore strongly recommends that if you anticipate using the BT Hosted VoIP service to make or receive more than 4 VoIP calls simultaneously whilst using the same Broadband connection for heavy internet usage, an additional dedicated Broadband connection should be purchased solely for internet voice traffic.

Emergency Calls

Emergency Calls

Emergency service calls 999/112 are available, however unlike a normal landline BT Hosted VoIP will not work in the event of a power failure or if the Broadband connection fails and the quality of service cannot be guaranteed. For these reasons we strongly recommend a primary telephone line is maintained for contacting the emergency services. This also enables the emergency services to pinpoint your location.

BT Hosted VoIP will only provide emergency services with the location of the Business PSTN billing address that you have ordered Broadband Voice against.

Pinpointing your location via a BT Hosted VoIP line therefore may not be possible due to the 05 number configuration and the possibility that you may be using the service at a different location. Using a standard telephone line for emergency calls is recommended as the emergency services can use your geographic telephone number to locate you quickly and easily.

Note that in the event of a power cut the Analogue phone connected to Line 1 will connect to the telephone line the Business Hub is plugged into, so this phone should be designated as an 'emergency phone'

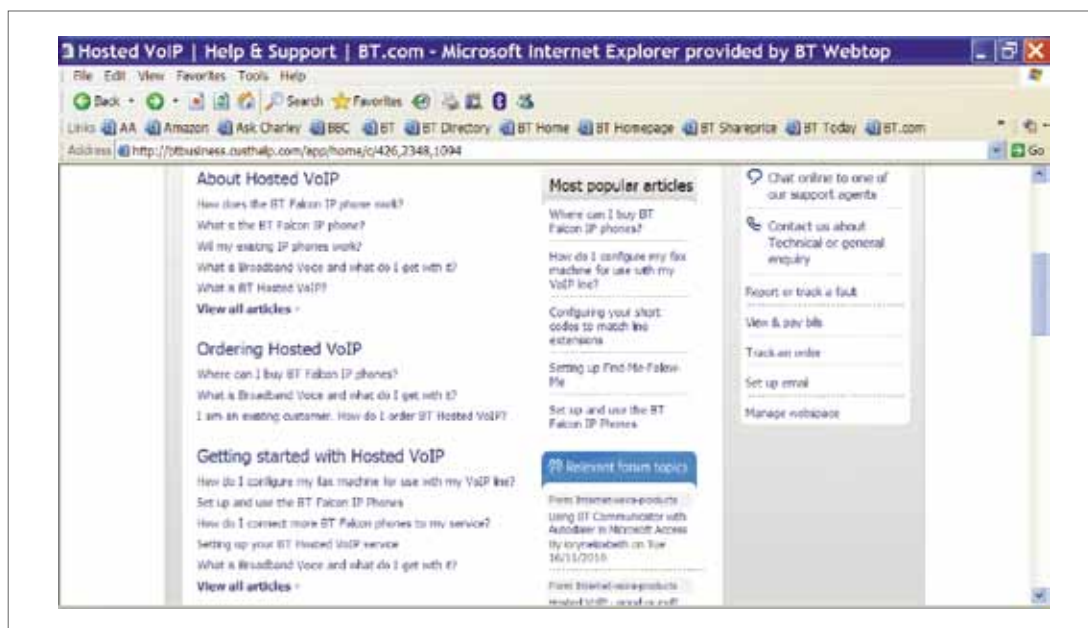
Help and support

In addition to this user guide and a guide that will have been provided with your IP phone, there are a number of places where you can get help and support.

FAQs

If you have any problems with the service, or questions regarding features, check the online FAQs, where many answers to common queries are provided. The FAQs are updated on a regular basis to meet the changing needs of Hosted VoIP users.

<http://www.bt.com/business/help/hostedvoip>



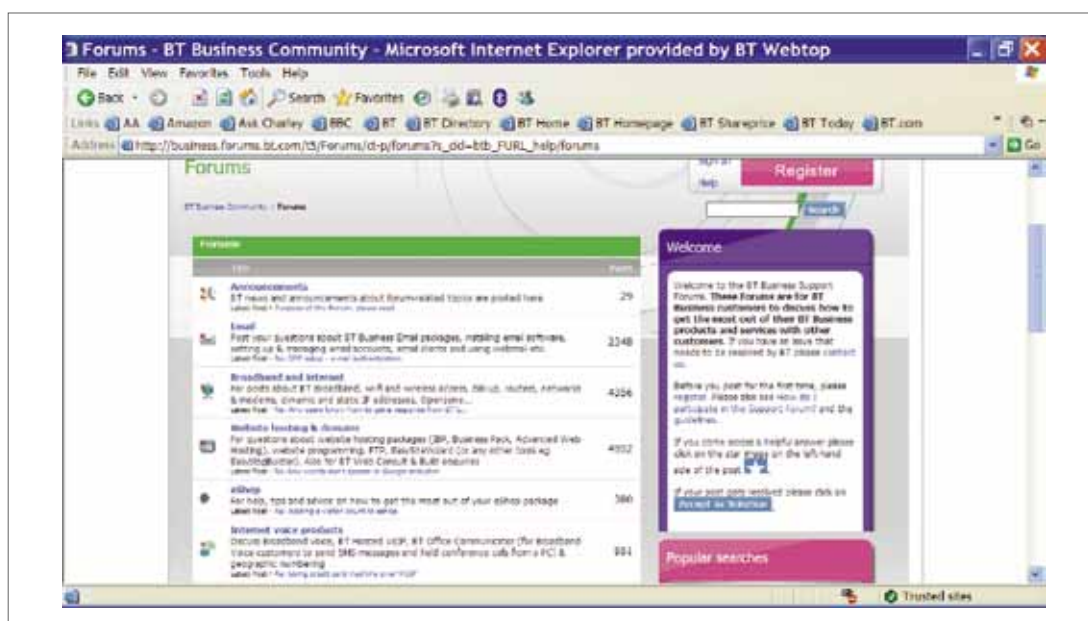
Support Forum

If you have a query which has not already been answered in the FAQs, register and post your question in the 'Internet Voice Products' section of the BT Business Support Forums.

<http://www.bt.com/business/help/forums>

All other issues

If you need further assistance please contact the Broadband Voice Helpdesk on 0800 169 1146 which is available 24 hours a day, seven days a week.



Appendix 1. Table of Access Codes

Note: it is possible that not all the Lines within your Business Group will be subscribed to the full set of call services, so they may use only a selection of these codes.

Caller ID

Feature	Access code
Display the caller's identity	*#234#
Do not display the caller's identity	#234#
Check whether this telephone is set to display the caller's identity	*#234#

Call Forwarding

Feature	Access code
Forward all calls	*21*nnnnnn#
Stop forwarding all calls	#21#
Check whether your telephone is set to forward all calls	*#21#
Forward calls when busy (if they come in while you are in another call)	*67*nnnnnn#
Stop forwarding calls when busy	#67#
Check whether your telephone is set to forward calls when busy	*#67#
Forward calls on no reply (if you do not answer them)	*61*nnnnnn#
Stop forwarding calls on no reply	#61#
Check whether your telephone is set to forward calls on no reply	*#61#

Selective Call Forwarding

Feature	Access code
Set up Selective Call Forwarding	14256

Find-me-follow-me

Feature	Access code
Activate Find-me-follow-me service	*371#
Deactivate Find-me-follow-me service	#371#

Call Rejection

Feature	Access code
Activate Do Not Disturb service	*261#
Deactivate Do Not Disturb service	#261#
Check whether Do Not Disturb is activated	*#261#
Reject anonymous calls	*227#
Accept anonymous calls	#227#
Check whether your telephone is set to reject anonymous calls	*#227#
Set up Selective Call Rejection (after entering the access code, follow the voice prompts for further instructions)	14258

Speed Calling

Feature	Access code
Speed Calling access code (dial this code followed by the Speed Calling code for the number you want to call)	**
Set up a Speed Calling code (follow the voice prompts for further instructions)	*51*
Remove a Speed Calling code (follow the voice prompts for further instructions)	#51*
Check whether your telephone is set up to support Speed Calling (follow the voice prompts for further instructions)	*#51*

Reminder Calls

Feature	Access code
Set up a reminder call	*55*
Cancel all reminder calls	#55#
Cancel one reminder call	#55*
Check the reminder calls you have set up	*#55#
Set up a repeating reminder call	*56*
Cancel all repeating reminder calls	#56#
Cancel one repeating reminder call	#56*
Check the repeating reminder calls you have set up	*#56#

Voicemail

Feature	Access code
Retrieve your Voicemail messages	1571

Call Barring

Feature	Access code
Bar all calls except emergency calls	*341#
Bar international, national and mobile calls	*342#
Bar international calls	*343#
Bar operator calls	*344#
Bar calls to access codes for setting up Call Services	*345#
Bar calls to premium rate numbers	*347#
Stop barring all calls except emergency calls	#341*PIN#
Stop barring international, national and mobile calls	#342*PIN#
Stop barring international calls	#343*PIN#
Stop barring operator calls	#344*PIN#
Stop barring calls to access codes for setting up Call Services	#345*PIN#
Stop barring calls to premium rate numbers	#347*PIN#
Check which types of calls are currently barred for your telephone	*#34#

Withhold Number

Feature	Access code
Withhold my number on the following call	141
Send my number on the following call	1470

Call Waiting

Feature	Access code
Use Call Waiting	*43#
Stop using Call Waiting	#43#
Check whether your telephone is set up to use Call Waiting	*#43#

Last Caller ID

Feature	Access code
Last Caller ID (to hear a voice announcement of the last caller's number)	1471
Call Return (to return the call after hearing the Last Caller ID announcement)	3
Last Caller ID Return (to return the call without the voice announcement)	1474
Last Caller ID Erasure (to remove the records of recent calls)	1475

Security Settings

Feature	Access code
PIN Change	*68*

Call Pickup Groups

Feature	Access code
Call pickup	*52#
Directed call pickup	*52*nnn#

Appendix 2. Assignment of phone numbers to lines

When you configure your BT Hosted VoIP service and hardware, the default way in which the numbers of a Business Group are assigned to each of its lines is as follows;

Ordered 10 phone lines (MADN, Hunt Group, 2 analogue and 6 IP) and 6 BT Falcon IP phones

Phone number 1: MADN

Phone number 2: Hunt Group

Phone number 3: Line 1 - Analogue phone 1

Phone number 4: Line 2 - Analogue phone 2

Phone number 5: Line 3 - IP phone 1

Phone number 6: Line 4 - IP phone 2

Phone number 7: Line 5 - IP phone 3

Phone number 8: Line 6 - IP phone 4

Phone number 9: Line 7 - IP phone 5

Phone number 10: Line 8 - IP phone 6

If you need any additional help with configuring your BT Hosted VoIP service, please contact the Technical Helpdesk on 0800 1691146.



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